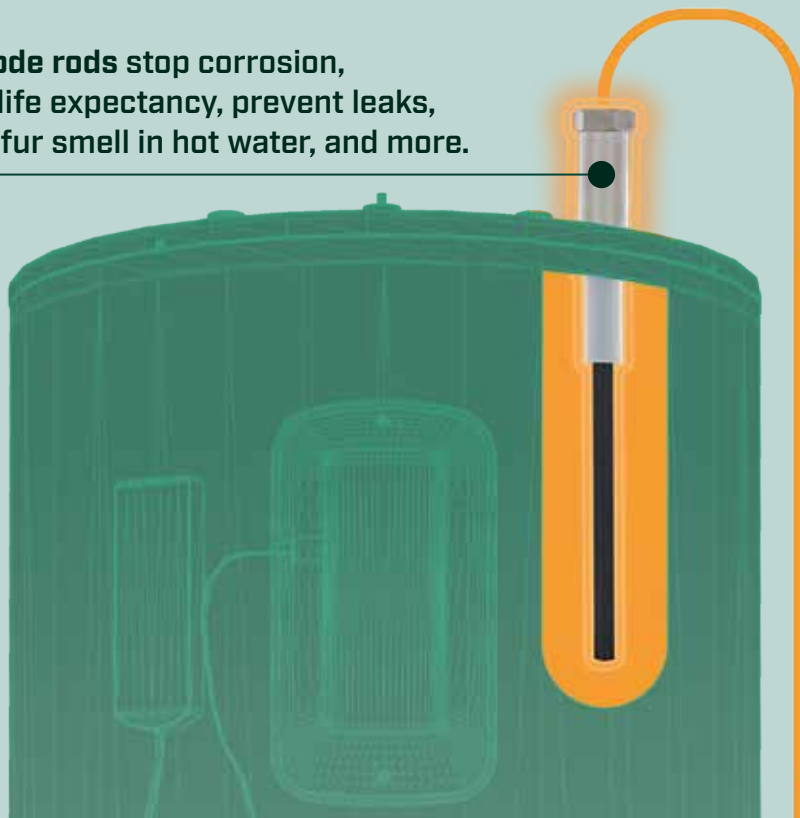


# Plumber™

## UNRIVALED POWERED ANODE ROD

**Powered anode rods stop corrosion, extend tank life expectancy, prevent leaks, get rid of sulfur smell in hot water, and more.**



## CORRO-PROTEC



SCAN THIS QR CODE OR SEE  
INSIDE COVER TO LEARN MORE

PRSTD STD  
PAID  
COLE  
PUBLISHING INC  
U.S. POSTAGE

ELECTRONIC SERVICE REQUESTED

COLE PUBLISHING INC.  
PO BOX 220  
THREE LAKES WI 54662



# AMAZON #1 BEST SELLER

## IN WATER HEATER REPLACEMENT PARTS



**STOP TANK  
CORROSION**



**ELEMINATE SULFUR  
SMELL IN 24 HOURS**

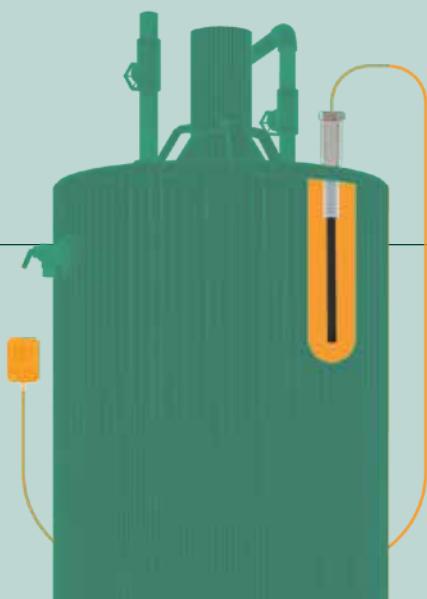


**REDUCE LIMESCALE  
ACCUMULATION**

**20**  **YEAR  
WARRANTY**

## LITTLE CURRENT. HUGE BENEFITS.

Corro-Protec is disrupting the water heater industry with its new generation of powered anodes that are much more effective than existing sacrificial rods.



**REDEEM YOUR**

**FREE TRIAL KIT**



[geni.us/be-reseller](https://geni.us/be-reseller)

## BECOME A RESELLER

- Contractors and retailers appreciate our easy to sell, innovative anodes
- Highly effective product with +4500 reviews

**CORRO-PROTEC**

# Plumber<sup>TM</sup>

## SLOW AND STEADY

Plumbing company uses careful approach to building a quality crew that helps earn a good reputation [Page 12](#)



▲ Industry Insider  
ADDRESSING AMERICAN'S  
PLUMBING PROBLEM AREAS  
[Page 30](#)

▲ Smart Business  
CLEANING UP THE  
MARKETING MISTAKES  
[Page 36](#)



**MACHINES  
THAT WORK  
AS HARD  
AS YOU DO**



**OFTEN IMITATED  
NEVER  
DUPLICATED**



**MODEL 100**



**MODEL 1065**



**MODEL 300**



**You need tools you can count on to get the job done.**

Only one name in the industry is known for tools that don't quit, even after quitting time.

Spartan Tool is proud to outfit the toughest professionals in the industry who rely on our machines to get to job done, time after time.



**Cable you can depend on, built in America.**

The toughest machines need the most dependable cable. Only Spartan Tool can deliver cable with the lowest failure rate in the industry. Built from quality wire sourced in North America and manufactured right in our facility in Niles, Michigan. Scan the code to see the difference.

**SPARTANTOOL.COM  
800.435.3866**



# ULTIMATE DRAIN CLEANING BUSINESS PACKAGE

FOR CURRENT  
PRICING & AVAILABILITY  
**CONTACT US  
TODAY!**

DRAINLINE JETTING EQUIPMENT  
www.hotjetusa.com  
1-800-624-8186



Featuring the  
**HOTJET II**  
BUILT FOR THE PLUMBER

\*TRAINING INCLUDED!

**NOW** IS THE  
TIME TO  
GROW YOUR BUSINESS

Package also includes:

## Hand-Held Jetter



- 120v/2HP Premium Baldor Motor
- 2 GPM 1600 PSI Adjustable Pressure
- Ball Valve On and Off
- HD Frame and Tires
- 100' 1/4" Jetting Hose
- Lazer & Ram Nozzles Included

## Inspection Camera



- Complete Package, Turn Key Ready to Use
- Extended Warranty (2 Years)
- No Up-Selling
- \$490 Bonus Value Product Included
- Comes with 2nd Head to Inspect Smaller Lines

## Utility Locator



- 33kHz or 512Hz Operating Frequency
- Antenna Mode: Peak
- Continuous Battery Life: 40 hours
- Backlit LCD Bar Graph & Indicators
- Variable Pitch Response
- 126dB Dynamic Range



**1-800-624-8186**



\*Training includes flight (from lower 48 states only) to our training facility in Salt Lake City, hotel, ground transportation and meals for one. Please contact us for freight costs. HotJet USA ships international.



## On the ROAD

### Tackling Any Customer Emergency

The M30 MaxBlast portable water jetter brings the drain cleaning muscle for New Orleans plumber.

- By Ken Wysocky



### On the Cover

Pipeline Plumbing journeyman plumber Ken Galvin installs new fixtures at a home residence near Tigard, Oregon. Pipeline Plumbing, founded in 2004 by Adam and Lori Faren has 18 employees and serves the Portland metropolitan area. (Photography by Dan Hawk)

### Coming Next Month - Inspection, Location & Leak Detection

- ▲ Plumber Profile: S&J Plumbing (Arlington Heights, Illinois)
- ▲ Industry Insider: Anthony Pacilla

## 8 From the Editor: It All Starts With Teamwork

Building a team that works well together is the first step in a productive and successful company.

- By Cory Dellenbach

## 10 @plumbermag.com

Check out our exclusive online content.

## 12 Profile: Slow and Steady

Plumbing company uses careful approach to building a quality crew that helps earn a good reputation.

- By Giles Lambertson

## 26 Shop Talk: Review Your Rescue Plan

Even the most experienced technicians need continual training in confined-space entry procedures.

- By Rick Pedley

## 30 Industry Insider: Addressing America's Dirty Secrets

Lack of safe drinking water and sanitation isn't only a problem in other countries, you can also find it right here in the U.S.

- By Randy Lorge

## 34 Rolling Billboard: Joe Simpson Plumbing, LLC

Woodbury, Connecticut

## 36 Smart Business: Cleaning up the Marketing Mistakes

Make it as easy as possible for potential customers to hire you when their plumbing systems need work.

- By Carter Harkins and Taylor Hill

## 40 Product Focus: Pipeline and Lateral Rehabilitation

- By Craig Mandli

## 46 Product News: Product Spotlight: Flexible shaft powers through stubborn drain clogs

- By Craig Mandli

## 48 Case Studies: Pipeline and Lateral Rehabilitation

- By Craig Mandli

## 52 Industry News

## 54 Calendar



# FIGHTING CORROSION & BACTERIA LIKE NO OTHER



Only Bradford White features exclusive Vitraglas® tank lining with Microban®:

- Vitraglas® provides unsurpassed protection from the corrosive effects of water.
- Microban® antimicrobial product protection helps prevent the growth of bacteria, mold and mildew on the surface of the tank lining.

**Vitraglas® and Microban® offer product protection and peace of mind around-the-clock.**



Microban® antimicrobial product protection helps prevent the growth of bacteria, mold and mildew that may affect the product. The built-in antimicrobial properties do not protect users or others from disease-causing organisms. Microban® is a registered trademark of Microban Products Company. ©2023, Bradford White Corporation. All rights reserved. BWPLB0323



## ADVERTISER INDEX

### ALLAN J. COLEMAN — SINCE 1905 —

Allan J. Coleman Co. ....55

American Jetter .....53



AQUAGUARD LLC .....22



Bradford White Water Heaters .....5



Cam Spray .....51



Central Oklahoma Winnelson .....27



Duracable Manufacturing Co. ....39

Enz USA Inc. ....31

FastEST, Inc. ....54

Flows.com .....9



General Pipe Cleaners,  
div. of General Wire Spring .....56



HammerHead Trenchless .....7

Hermann Sewerin GmbH .....32



HotJet USA .....3, 53



IPP Solutions, LLC .....43



Franklin Electric  
Little Giant .....33



MaxLiner .....21

Milwaukee Tool .....19



Mongoose Jettors by Sewer Equipment ...17



MyTana LLC .....23



NuFlow Technologies .....15



OceanQuip Connectors, LLC .....53



Picote Solutions .....49



Progressive Insurance .....11



Pulsar 2000, Inc. ....49



Rheem Mfg. Co. ....37



Service Nation .....28 & 29



Spartan Tool LLC .....2

Thunderbolt Locks .....53

US Tube Doors .....18



Vista Water Group .....35

Vivax-Metrotech Corp. ....53

Walton Company .....38

Western Drain Supply .....22



Z PLUMBERZ .....45

Classifieds .....54

# Plumber™

Exclusively serving plumbing contractors and franchisees

Published monthly by COLE Publishing, Inc.  
P.O. Box 220, Three Lakes, WI 54562

Call toll-free 800-257-7222  
Mon.- Fri., 7:30 a.m.-5 p.m. CST

Website: [www.plumbermag.com](http://www.plumbermag.com)  
Email: [info@plumbermag.com](mailto:info@plumbermag.com) | Fax: 715-350-8456

**SUBSCRIPTION INFORMATION:** A one-year (12-issue) subscription to Plumber in the United States or Canada is free to qualified subscribers. A qualified subscriber is any individual or company in the United States or Canada that is involved in the inspection, cleaning, repair and installation of residential and commercial sewer lines. Non-qualified subscriptions are available at a cost of \$60 per year in the United States and Canada/Mexico. Subscriptions to all other foreign countries cost \$80 per year. To qualify, visit [www.plumbermag.com/order/subscription](http://www.plumbermag.com/order/subscription) or call 800-257-7222.

Our subscriber list is occasionally made available to carefully selected companies whose products or services may be of interest to you. Your privacy is important to us. If you prefer not to be a part of these lists, please contact Holly at [holly.gensler@colepublishing.com](mailto:holly.gensler@colepublishing.com).

**CLASSIFIED ADVERTISING:** RATE: No Photo Classified \$25 for 20 words, each additional word \$1. All classified advertising must be PAID IN ADVANCE. DEADLINE: Classifieds must be received by the first of the month for insertion in the next month's edition. PHONE-IN ADS ARE NOT ACCEPTED. Ads may be faxed only when charging to MasterCard, VISA, Amex or Discover. Please supply all credit card information with faxed ads. Be sure to include your phone number (with area code) in your ad. Make checks payable to COLE Publishing Inc. and mail with classified ad to the address above. CLASSIFIED ADVERTISING APPEARS NATIONWIDE AND ON THE INTERNET. Not responsible for errors beyond first insertion.

**DISPLAY ADVERTISING:**  
Contact one of our sales staff at 800-994-7990. Publisher reserves the right to reject advertising that in its opinion is misleading, unfair or incompatible with the character of the publication.



Ann Richmond



Winnie May

**DIGITAL REPRINTS AND BACK ISSUES:** Visit [www.plumbermag.com](http://www.plumbermag.com) for digital reprint options and pricing. To order back issues, call Holly at 800-257-7222 or email [holly.gensler@colepublishing.com](mailto:holly.gensler@colepublishing.com).

**CONTROLLED CIRCULATION:** 22,000 per month  
This figure includes both U.S. and international distribution.

© 2023 COLE PUBLISHING INC.

No part may be reproduced without permission of the publisher.

- [facebook.com/PlumberMag](https://facebook.com/PlumberMag)
- [twitter.com/PlumberMag](https://twitter.com/PlumberMag)
- [youtube.com/PlumberMagazine](https://youtube.com/PlumberMagazine)
- [linkedin.com/company/plumber-magazine](https://linkedin.com/company/plumber-magazine)
- [instagram.com/plumber.mag](https://instagram.com/plumber.mag)

Eat.  
Sleep.  
Maintain  
Pipes.  
Repeat.

**Plumber**  
It's your Magazine.  
Tell your story.

Send your ideas for  
future articles to  
[editor@plumbermag.com](mailto:editor@plumbermag.com)

# LIGHT YEARS AHEAD

THE NEXT GEN  
BLUeLiGHT LED<sup>®</sup>  
CURES UP TO  
**5X FASTER**  
THAN OTHER  
CIPP CURING  
METHODS.



Instead of waiting hours for a liner to cure, work at light speed with the exclusive, game-changing technology of the BlueLight LED<sup>®</sup> lateral lining system from HammerHead Trenchless. With its compact footprint and amazing speed, installers can instantly increase productivity and get more jobs completed faster.

The BlueLight system's enhanced features include intuitive touch screen interface, three light-head options, interchangeable reels, state-of-the-art software, automated quality assurance, superior resin stability and more. Experience the next generation of lateral CIPP with BlueLight LED<sup>®</sup> only from HammerHead.



REHAB & REPLACEMENT. REDEFINED

Learn more: [hammerheadtrenchless.com/bluelight](http://hammerheadtrenchless.com/bluelight)

Cory Dellenbach



# It All Starts With Teamwork

Building a team that works well together is the first step in a productive and successful company

I

f any of you have children around the ages of probably 5-to-teenager range and let them play gaming systems, you've probably heard of Mario Party. My kids are hooked on it lately.

If you don't know what Mario Party is, it is a party video game series featuring characters from the Mario franchise in which up to four local players — or computer-controlled characters — compete in a board game with little minigames mixed in. It's a fun game that I usually lose at.

Teamwork is required to help you win most of those minigames. Either all four of you working to beat a challenge or two of you teaming up against the other two. It's kind of like real life where if you want to succeed at something, you will likely need help from a friend, spouse or co-workers along the way.

Having a crew that works well together creates a system to ensure that jobs are getting done on time and the quality of work is high. When one team member falls behind, there's another to pick up the pieces. When work is dished out between members of a team, it gets done faster, meaning you can get onto the next job faster, earning more revenue for the company.

## BUILDING TEAMWORK

It can take time to develop teamwork though. Whether you are an owner, a supervisor, or a crew member improving those teamwork skills should be a constant goal. Here are three ways you and your team can work better together.

### Know Your Goal

You and your team should have a clear goal in mind no matter the task. Goals can be as simple as completing a job by a certain time, ensuring customer service calls get assigned quickly, or making sure each van is stocked for the next day.

It might be easiest to set a goal per job or for each day and accomplish those. You could even set up a long-term goal and work towards it. Have a way to track it and be sure the whole team knows the progress.

### Know Your Roles

Every team needs someone in charge and people to do the work. More often than not that person in charge is also doing work, but that in-charge person is still important. Without someone to take the lead, everyone else will be doing their own thing and it will be harder to get the job done and accomplish those goals you set earlier.

That person in charge should be the one that is responsible for making sure the goals are staying on track and all the work is accomplished in an efficient manner and correctly. That person in charge should also be the one communicating with the customers.

### Communicate


Without communication everything will fail. Whether you are the person in charge at a job, or the person who is helping, you need to talk to one another. It's the only way you will know what and how something needs to be done.

The supervisor needs to convey the priorities on the job. The person back at the office needs to alert the crews if there is a new job or an emergency job that comes up and communicate with those in the field.

Communication is what will build teamwork more than anything. Without that, it's going to fail.

## YOUR TEAM

How do you build teamwork at your company? I'd like to hear your solutions and examples. Or if you have any tips on how to win at Mario Party! Email me at [editor@plumbermag.com](mailto:editor@plumbermag.com) or call me at 715-350-8436.

Enjoy this issue! 



# Water Meters & Sub-meters



Starting at  
**\$55**

**WM-PC**  
Plastic Multi-Jet  
1/2" to 1 1/2" NPT



Starting at  
**\$100**

**WM-NLC**  
Lead Free Multi-Jet  
1/2" to 2" NPT



Starting at  
**\$119**

**D10**  
Lead Free Pos. Disp.  
1/2" to 1" NPT  
1 1/2" & 2" Flange



Starting at  
**\$105**

**Pit Rated!**

**T10**  
Lead Free Pos. Disp.  
3/4" to 1" NPT

## Remote Digital Meter Displays

**Add any of these remote displays to any meter above!**  
Battery Powered (10 year Life), Simple 2-wire Hookup to Meter

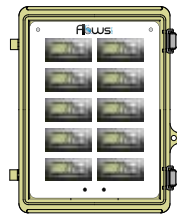


**New!**

- Switchbox or Wall Mount
- Weatherproof
- Up to 2 meters
- Replaceable Battery



Panel Mount with  
Reset Button

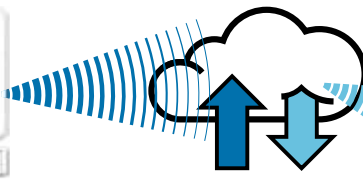


Lockable NEMA 4X Cabinet  
for Up to 10 Displays



in Weatherproof Enclosures  
Single, Locking Reset, Dual

## Wireless Remote Meter Reading Systems



**Wifi, Ethernet, or Cellular**

**Let us help you become a water sub-metering EXPERT!**

Our friendly sales and support staff make it easy for plumbers to provide expert sub-metering system installation. Our systems come pre-programmed according to your instructions for a simple "plug-n-play" installation.



- Fast Shipping
  - Expert Support
  - Free Shipping on orders over \$100
- Call **855-871-6091** or visit us online

Visit the site daily for new, exclusive content.

Read our blogs, find resources and get the most out of *Plumber Magazine*.

## DO IT ALL

### Multi-Use Sewer Truck Racks Up Revenue for Plumber

For years, Raymond Gray contemplated a big idea for what might be called a sewer truck on steroids. He envisioned a vehicle that would reflect the name of his Los Angeles-based company, A-1 Total Service Plumbing: a do-it-all truck capable of inspecting, waterjetting and robotically milling, repairing and coating pipelines. In 2020 the vision became reality. Read more about the custom-built truck Gray dubs The Transformer in this online exclusive.

▶ [plumbermag.com/featured](http://plumbermag.com/featured)



## WEB SURFING

### Sharing the Best Content

We're always on the lookout for relevant and interesting plumbing content across the internet and social media. In our e-newsletters, we regularly highlight that and share what else out there we're reading and watching. For example, this news story out of Connecticut about two plumbers who aided in the rescue at a house fire they encountered while leaving a job. Be sure to sign up for *Plumber* e-newsletters if you haven't already.



SCAN ME



## NEW SERVICES

### Plumber Finds Growth Opportunity in Pipe Lining

Entry into new markets can be a big help in driving growth. Take Prodigy Plumbing of Long Beach, California. Founded in 2010, the company started doing pipe lining in 2017 when owner Mark Ellefson grew frustrated with using subcontractors for the service. Read more about how the company got into pipe lining in this online exclusive.

▶ [plumbermag.com/featured](http://plumbermag.com/featured)

## OVERHEARD ONLINE

*"Prospective employees want to go home and explain to their families that they are taking a great job with incredible opportunities. It is enormously helpful to give them something to take home and go over at the kitchen table."*

— *How to Craft an Employment Brochure*

▶ [plumbermag.com/featured](http://plumbermag.com/featured)



### Join the Discussion

Facebook.com/PlumberMag  
Twitter.com/PlumberMag

## NEWS & ALERTS



Visit [Plumbermag.com](http://Plumbermag.com) and sign up for newsletters and alerts. Get exclusive content delivered right to your inbox on topics important to you!



# KEEP LIVING THE SMALL BUSINESS DREAM

Progressive Casualty Ins. Co. & affiliates. Coverages and discounts not available in all states or situations, for all vehicles or coverage selections.

Protect your small business from reality with over 30+ customizable coverage options and personalized discounts. Get a quote in as little as 6 minutes at **ProgressiveCommercial.com**

**PROGRESSIVE**  
COMMERCIAL



► Lori and Adam Faren,  
owners, Pipeline Plumbing

# SLOW AND STEADY

Plumbing company uses careful approach to building a quality crew that helps earn a good reputation

By Giles Lambertson | Photography by Dan Hawk



## *Pipeline Plumbing, Tigard, Oregon*

**OWNERS**  
**FOUNDED**  
**EMPLOYEES**  
**SERVICES**

**SERVICE AREA**  
**WEBSITE**

Adam and Lori Faren

2004

18

Complete residential and commercial plumbing services, remodel and new construction plumbing, drain and sewer cleaning

Portland metropolitan area, including Vancouver, Washington

[www.pipelineplumbing.net](http://www.pipelineplumbing.net)

**W**hen Pipeline Plumbing owners Adam and Lori Faren went hunting for a promotional phrase that would reflect the core values of their Portland metro-area business, they came up with “Where Quality Meets Integrity.” Beyond being catchy, it turns out the phrase actually describes how the Oregon company operates.

“We have a good reputation,” Adam Faren says — along with the company’s customers, the local plumbing industry, and city-county plumbing inspectors. The reputation pays dividends, including with inspections. “I feel like when an inspector comes to a job we are on, they know it is Pipeline Plumbing doing the job and that everything is being done properly. We fail very few inspections.”

Such respect was earned, of course, and didn’t just happen. The company has methodically followed a business plan pegged to a simple formula: Assemble a good team, do good work and stand behind it.

## A VITAL COMPANY

How long has Adam Faren been plumbing? How about his whole life. His father was a southern California plumber who took his son along on service calls. He was all of 18 years of age when he completed his first plumbing job on his own. Except for one year when he ventured into marine maintenance work — which he says mostly was plumbing — the 51-year-old tradesman has been working with pipe and plumbing fixtures all his adult life.

In 2004, the Farens decided to parlay Adam’s skills into a business. They set up shop in the garage of their home in the Portland suburb of Lake Oswego, and Pipeline Plumbing was born. Notably, the address of the company’s Instagram account is Pipeline.Plumbing.Drains. The almost afterthought reference to drain cleaning was a nod to customer demand for the service.

“I didn’t want to exclude drains, but it wasn’t a focus,” Adam Faren says. The focus broadened to include it. His customers sometimes would say something like “Oh, I wish you did drains,” or “I had a bad experience with a drain-cleaning company.” In response, the Farens stepped up and offered the service.

Though drain cleaning still isn’t reflected in the company logo, one of the company’s 18 employees exclusively works on drains and sewers. As needed, he has at his disposal a Spartan trailer jetter that produces 3,000 psi at 12 gpm. “He stays busy every day,” says Adam Faren.

Less than a year after starting the company, the Farens moved it six miles away to Tigard, a city of about 50,000



► Brent Steele, drain technician using a Milwaukee M18 drain snake to clean a bathroom sink drain.



▲ Joshua Reyes, plumbing apprentice, installing a new toilet.

people that sits next to Interstate 5. The office location provided the company more public exposure than the garage afforded and gave its service techs ready access to a network of state highways.

It seemed like a good start, and was. Then the recession of 2008-09 arrived. This is where a reader automatically thinks, uh oh! In fact, the

our remodel plumbing for about a month when COVID struck, but that's all."

Pipeline Plumbing has two categories of plumbing crews — service plumbers and remodeling/new construction plumbers. Cross-training? Forget it.

"We started off with everybody doing everything," says Lori Faren,

**“We learned how vital the business is, that plumbing is a central service. It withstood the recession of '08-09 and then the COVID disruption.”**

**Adam Farens**

economic downturn had little impact on the four-year-old company, which is when the business owners realized that service plumbing is not very susceptible to vagaries in the economy.

"We learned how vital the business is, that plumbing is a central service," Adam Farens says. "It withstood the recession of '08-09 and then the COVID disruption. We slowed down

who brought to the new company her business office experience. "It was not efficient at all. Stocking the work truck for each type of plumbing can be very different because they are two different types of work. We quickly learned it was better to separate the teams so they could focus on their specialties. It's worked out very well."

Continued ▶

## Moving Back to a Better Site

Pipeline Plumbing has worked from three locations in its 18 years in business in the Portland, Oregon, area. Now it is moving back to its second location.

Adam and Lori Faren started the company in 2004 at their home in Lake Oswego, a suburb south of Portland. The initiative was a success and they hired additional employees. However, having the company headquarters in a residential neighborhood became problematic.

"Pretty soon we had several vans coming to our house every morning," says Lori Faren, "and that became a little disruptive for the neighbors. We decided we needed to move to a proper location."

In 2005, they moved to an older building in Tigard, about six miles from their home. They intended to build a new office or at least remodel the facility at that location. Instead, they decided a couple of years ago to move once more, this time about a half-mile away to a facility more visible to potential customers.

What happened next stymied that plan. Portland is currently experiencing a surge in crime. According to an FBI report in October, violent crime in the city outpaced the rest of the country in the 2020-21 period. Pipeline Plumbing hasn't encountered violence, but crime has become a problem.

"Our second location has been broken into multiple times," says Adam Faren. "A van was broken into. The catalytic converter in another van was stolen. That's why we're moving back to our original location in Tigard. We definitely have had a bit of an impact from crime."

The Farens hope to leave that behind when they return to a neighborhood in town that better served their business.



# **“THE PROFIT MARGINS ARE HIGHER THAN ANY OTHER SERVICE.”**

## **Profile** **NuFlow Certified Contractor**

When Aaron Simpson opened his plumbing company, I Fix Pipe in 2019, he knew he wanted to add pipe lining to his list of services.

**“It’s a better option for the customers and the profit margins are higher than any other service. There are no draw backs when it comes to lining.”**

He chose to become a NuFlow Certified Contractor.

**“I tried other companies, but the products were more complicated. I chose NuFlow for their product and the knowledge of their team.”**

Over the years, they have utilized NuFlow’s training and job support.

**“The best training was on the job site. Real world situations mean so much more. We call the team to go over projects. Their experience is so valuable, the team really knows the product and how to use it.”**

Today, Aaron has grown the lining side of his business.

**“About 50% of our work is now pipe lining, maybe more. We subcontract lining work for other plumbers in the area, some call me for help every week. Now, we’ve started booking larger, more technical projects.”**



**Aaron Simpson,**  
I Fix Pipe, Odessa, TX

**nuflow**  
WE FIX PIPES

**Grow with NuFlow. We Got You.**

[www.nuflow.com](http://www.nuflow.com) | 866-248-6880

**SCAN ME**





◀ Ken Galvin, journeyman plumber, applying sealant in a shower remodel.

out and replaces failed pipe on commercial and residential properties. Lining the failed pipe is something else.

Portland proper has not yet approved a patch or lining system for use inside structures in the city, as opposed to lines running to and from structures. Until municipal approval of lining or patching comes down from City Hall, the Farens are holding back from investing in the technologies for use in their surrounding service areas.

“We really are thinking about lining and patching,” Adam Faren says. For guidance on what system to adopt, Faren is looking to his drain-

Continued ▶

Three remodeling crews and five residential and commercial service teams roll out each day — plus, of course, the drain-cleaning tech. Among these tradesmen are eight journeyman plumbers and four apprentices. Revenue that rolls in from this field work is split about 50-50 between the divisions, according to Lori Faren.

The company relies on Spartan for hand-held pipe cleaning equipment, says Adam Faren, that being the brand that he grew comfortable with over the years, while inspection cameras guiding the techs through pipes are RIDGID. “RIDGID cameras are a little more expensive, but they are user-friendly and the company keeps coming up with easier ways of doing things.”

If a water or sewer line requires digging up to repair, the company rents a mini-excavator. If the line is buried quite deep — that is, four feet down or farther — and shoring will be required, Pipeline Plumbing subs out the work.

## BUILDING A TEAM

Houses dating from the early 1900s are common throughout the metro area, so failure of cast iron infrastructure is not unusual. Pipeline Plumbing regularly cuts



▶ Ken Galvin journeyman plumber and Joshua Reyes, apprentice, installing fixtures during a kitchen remodel.



# THE ONLY THING THAT CAN STOP IT IS... **LUNCH.**

Mongoose Jetters delivers simple, purpose-built jetting equipment designed with the plumbing contractor in mind. Quality equipment, reliable service and a wide variety of features and options keep our customers operational and profitable. Available in trailer, truck, skid or van pack, Mongoose Jetters offers any configuration to fit your needs.

- 12 to 18 gpm at 2000 to 4000 psi
- 500 to 1000 feet of 1/2" or 5/8" hose
- 300 and 600 gallon water capacities



[sales@mongoosejettters.com](mailto:sales@mongoosejettters.com) / 1.877.735.4640 / [sewerequipment.com](http://sewerequipment.com)





cleaning specialist, Brent, who has worked at Pipeline Plumbing for six years. “He’s a really good researcher and has dug into what product is working best. I’m leaning on him.”

The caution the owners demonstrate in investing in technology illustrates a business philosophy they openly state on their website, where it says, “Pipeline Plumbing is all about slow growth...” More than anything else, the growth of the company is pegged to the people wearing the Pipeline Plumbing shirt, Lori Faren says, and the quality of work they perform.

“We kind of only grow as fast as we have the people, because we have the work. We probably turn away four or five calls a day. We could be 10 times the size we are if we didn’t take the time to surround ourselves with good people.”

Her husband concurs. “People who don’t fit into the organization, we avoid hiring. This can be a bit of hindrance in the hiring process, but it’s important that someone coming in is a good fit.” That means the person is

“People who don’t fit into the organization, we avoid hiring. This can be a bit of hindrance in the hiring process, but it’s important that someone coming in is a good fit.”

*Adam Farens*

skilled and teachable and, frankly, congenial. “We get applicants who are cranky or grumpy and obviously are not going to be much fun to work around. They need to fit in.”

When they do hire someone, the person tends to stick around. He ticks off the years of his employees — 17, 16, 12, “a couple of 10-year employees, lots of five-year employees. Our retention is really good. People who do leave are leaving for opportunities we can’t provide. They want to start their own business or move into management, but we already have management in place.”

Adam Faren gives credit to the people he has hired through the years for making the company successful.

Continued ▶



All Aluminum Doors



#### Kits Include

- 1 Door
- 1 End Cap
- 2 U-Bolts & Hardware

End Caps & Hardware

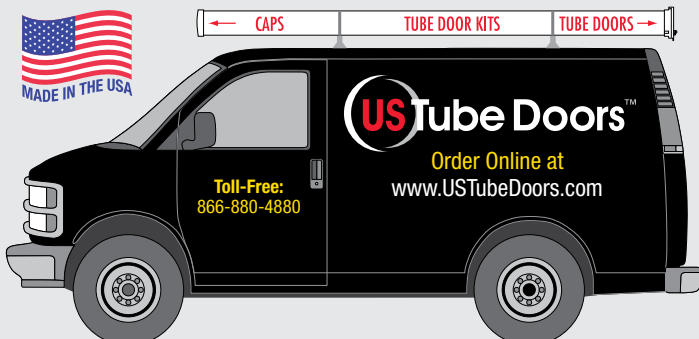


## Doors, Caps & Kits for PVC Tube Storage

Engineered for Schedule 40 PVC Pipes

- Secure Bonding
- Easy Install
- PVC Diameter Size Pipes: 4", 6" & 8"
- Doors, Caps & Kits
- Hinged Locking Doors
- Quality Cast Aluminum

Order Online: [www.USTubeDoors.com](http://www.USTubeDoors.com)



Toll-Free: 1-866-880-4880 • [www.USTubeDoors.com](http://www.USTubeDoors.com)

**NEW**



## **CLEAREST IMAGE. EASIEST INSPECTIONS.**

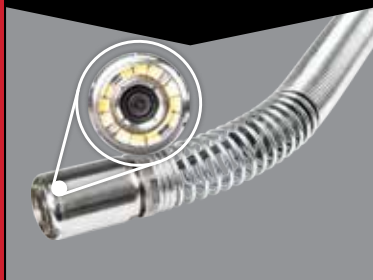
**M18**

### **100' FLEXIBLE PIPELINE INSPECTION SYSTEM**

2972



**25 mm 1080p SELF-LEVELING  
CAMERA HEAD**



**MONITOR MOUNT & CARRYING  
STRAP FOR HANDS-FREE  
CARRYING**



**1-1/2" - 4" LINE CAPACITY**



The M18™ 100' Flexible Pipeline Inspection System has a flexible push cable providing the ability to navigate tight bends and traps, while delivering the clearest image and easiest inspections in 1.5" – 4" lines up to 100'. Featuring the industry's shortest 25 mm 1080p self-leveling HD camera head, and the ability to digitally zoom up to 4X and pan, technicians can now see more in drain lines than ever before. This system features a lightweight, compact design making this our most portable inspection camera kit.

**M18™ 100' Flexible Pipeline Inspection System**  
2972-22, 2972-20

**LEARN MORE**



or visit <https://qr.mke.tl/2btv>



- ◀ The office staff includes, from left, Samantha Hill, service coordinator; Lori Faren, owner; and Terra Steele, office manager.
- ▼ Drain technician Brent Steele, left, goes over final details and an invoice with a customer.

“We want the work done right. That never varies, even if we lose money because we didn’t bid correctly. Too many companies operate from a profit standpoint, instead of turning out good product.”

*Adam Farens*

“Our veteran employees are a key part of the success of our company. We could not do what we do without these good people.”

Congeniality aside, the bottom line is not how convivial company meetings are, but how effective company employees are in accomplishing the work in the field. Adam Faren says hiring capable people is more of a challenge on the remodeling and new construction side of the business. For one thing, they must meet the expectations of the company’s longtime building partners.

“We have really good relationships with our builders, some of whom we’ve been working with for 17 years. We don’t want to jeopardize that. We’re not even taking on any new builders so we can make sure that we can keep up with the work our builders are giving us now.”

## THE KEYS TO SUCCESS

Quality and integrity, in hiring, in service rendered and product delivered. Adam Faren was asked how those



concepts actually play out, day to day. First, he said, “We definitely own our mistakes. No one is perfect. If something is wrong, we never try to point a finger at someone else.”

Second, gouging a customer is a no-no. “We don’t try to talk someone into buying something that is unnecessary,” Adam Faren says. “We try to treat our customers as we would want to be treated. Overselling somebody, doing work that doesn’t need to be done, we would terminate someone who did that.”

Third — and this is the quality piece — “We want the work done right. That never varies, even if we lose money

Continued ▶



# GO WITH MAXLINER INSTALLING CONFIDENCE.



*Be more than prepared on every job site with the right lateral equipment, materials and support.*



APPLIED FELTS

Introducing **WovoX**  
A WovoLiner® Product

*The Next Generation addition to the WovoLiner® suite of liners*

**WovoX is a game-changer:**

- Upsize 4" transition liners to 6"
- Multiple bends up to 90 degrees
- Increased consistency for calculating stretch and drawback

877.426.5948 | MAXLINERUSA.COM



**The Simple & Smart WAGS™ Valve Is...**  
**The Only 100% Mechanical Water Heater Safety Shut-Off Valve On The Market**

**RED POP-UP INDICATOR TAB WHEN ACTIVATED**

**3/4" NPT**

**DO NOT ROTATE CAP REMOVAL OF THIS VALVE**

**WAGS**

**PATENTED WATER-SOLUBLE FIBER DISC RELEASES A SPRING LOADED PISTON - CLOSING THE INCOMING WATER FLOW**

**HIGH QUALITY, HOT FORGED BRASS VALVE BODY**

**WATER LEVEL SENSOR PORTS**

**NO Electricity**

**NO Batteries**

**NO Wireless Signals**

**NO Maintenance**

**NO Worries**

**AQUAGUARD**  
The Original Creators of the wags™

Learn More About WAGS At  
**WWW.WAGSVALVE.COM**

**MADE IN THE USA**  
SINCE 2002

**Western Drain**  
SUPPLY

**THE PROFESSIONAL DRAIN CLEANER'S SOURCE FOR EQUIPMENT AND SUPPLIES**

**CERTIFIED RIDGID AND PICOTE REPAIR CENTER**

**WESTERNDRAIN.COM**

**MILWAUKEE TOOLS - RIDGID - PICOTE - DURACABLE - AMERICAN PIPELINING SUPPLIES - MAXLINER - DRAIN GEAR - BRAWOLINER - GORLITZ - AND MORE...**

1140 N. KRAEMER PLACE | ANAHEIM, CA 92806  
**(744) 632-0447**

because we didn't bid correctly," he says. "Too many companies operate from a profit standpoint, instead of turning out good product. Builders use us because of our quality work, but they also know the integrity piece is there."

All of the above is topped off by being considerate of customers in their homes or workplaces. "We put tarps down and clean up afterward like we were never there. We don't leave cigarette butts all over the job site," says Adam Faren, and such courtesies are recognized at the end of the workday.

It follows that Pipeline Plumbing customers are return customers — and the source of referrals. In fact, aside from "a little ad" on Angie's List (which now calls itself Angi) that generates several calls a day for the company, the Farens largely depend on word of mouth and referrals to stay busy. And busy they are.

### Featured Equipment

**Milwaukee Tool**  
 800-729-3878  
[www.milwaukeetool.com](http://www.milwaukeetool.com)  
 Ad on page 19

**RIDGID**  
 800-474-3443  
[www.RIDGID.com](http://www.RIDGID.com)

**Spartan Tool**  
 800-435-3866  
[www.spartantool.com](http://www.spartantool.com)  
 Ad on page 2





**POWER  
THRU™**



**M30 MaxBlast  
Gas Jetter**  
for 1½"-6" lines

Drain tools built  
to prevail.

Trust MyTana equipment to find and fix tough problems quickly. Our pro-grade cameras, jetters, flexible shaft cleaner, cable machines and accessories prepare you for any challenge, and all come backed by our legendary service team.

[www.MyTana.com](http://www.MyTana.com) ■ (866) 735-7684

**MyTana**

**INSPECTION SYSTEMS CABLE MACHINES FLEXIBLE SHAFT CLEANER JETTERS**

**CABLE ATTACHMENTS NOZZLES HOSE PARTS TOOLS FACTORY DIRECT SUPPORT**



# Tackling Any Customer Emergency

The M30 MaxBlast portable water jetter brings the drain cleaning muscle for New Orleans plumber *By Ken Wysocky*

**D**uring his couple decades of drain cleaning work, Tommy Surcouf, owner of Pipe Wizard Plumbing in New Orleans, has seen it all, from severely clogged yard drains to PVC pipes blocked with grease “logs” to commercial sewer lines jammed with thick, black muck.

There’s one thing he’s never seen, however: his M30 MaxBlast portable jetter fail to get the job done.

Made by MyTana, the MaxBlast features a vertical, upright design. The smaller footprint makes it easier to store on service vehicles, as well as wheel around and use. A removable hose reel comes in handy for buildings with limited access, says Surcouf, who started his company in

“You can’t afford to buy equipment that messes things up right when you need them the most.”

*Tommy Surcouf*

1996. The firm employs six people and mostly does residential service and repairs and drain cleaning.

“I’m telling you from personal experience that I’ve tried other brands of portable jetters, and for what we do, MyTana is by far the best,” Surcouf says. “It outlasts them all, with the least amount of maintenance. Durability is important to me because if a water pump goes down on a job, that’s it — you’re done. You can’t afford to buy equipment that messes things up right when you need them the most.”

Surcouf bought his first MaxBlast in 2004 after watching a demo at the Pumper & Cleaner Environmental Expo (now the Water & Wastewater Equipment, Treatment and Transport Show, or WWETT Show), and it’s still a company mainstay. Designed to clean lines from 1 1/2 to 6 inches in diameter, the machine measures 21 inches wide, 32 inches long, and 48 inches tall, and it weighs about 240 pounds.

The MaxBlast features a 13 hp Honda gasoline engine; a water pump that generates pressure and flow of 3,000 psi and up to 4 1/2 gpm; 75 feet of 1/8-inch-diameter hose and 200 feet of 3/8-inch-diameter hose; a pulse feature for working nozzles around tight pipe bends; and a thermal regulator that prevents the water pump from overheating. The unit also comes with a 50-foot jumper hose, six optional nozzle tips are available for purchase.

One of the unit’s most impressive attributes is its durability. During Hurricane Katrina in August 2005, Surcouf’s shop was submerged under 8 feet of water for about two weeks. Amazingly enough, after removing the electric-start components, installing a new battery, flushing

<b>COMPANY</b>	Pipe Wizard Plumbing
<b>OWNER</b>	Tommy Surcouf
<b>MACHINE</b>	M30 MaxBlast portable water jetter from MyTana
<b>FUNCTION</b>	Cleaning commercial and residential sewer lines up to 6 inches in diameter
<b>FEATURES</b>	390 cc Honda gasoline engine; triplex water pump (3,000 psi at 4 1/2 gpm); 75 feet of 1/8-inch-diameter hose; 200 feet of 3/8-inch-diameter hose; removable hose reel; hose-pulse feature; six optional nozzle tips; measures 21 inches wide, 32 inches long and 48 inches tall; weighs about 240 pounds.
<b>COST</b>	About \$6,000
<b>WEBSITE</b>	<a href="http://www.mytana.com">www.mytana.com</a>

► Pipe Wizard Plumbing technician Chris Engeron (left) and manager Mike Burke clean out a clogged subsurface yard drain with a M30 MaxBlast portable water jetter made by MyTana. (Photo courtesy Pipe Wizard Plumbing)

the fluids and giving the unit a thorough cleaning, it started right up.

"It looks like it went through a war, but it still runs fine," Surcouf reports. "The only thing that changed is we didn't replace the electric starter, so now we just pull-start it."

Surcouf also likes the unit's compact design, which makes it easier to load and unload and takes up minimal space inside his Ford service trucks.

Sometimes Surcouf and his technicians don't even have to take the MaxBlast off a service truck to work, thanks to the removable hose reel. They just hook up one end of the jumper hose to the unit and the other end to the hose reel, then put the reel on a handy portable carrier that also serves as a stand. The technician takes only the reel inside a building — no need to awkwardly maneuver the entire machine down and up stairways or around tight spaces, he says.

"We prefer to use two people on drain-cleaning jobs," Surcouf explains. "But sometimes we can't. That's when the removable reel comes in handy — one guy can carry the reel right to a clean-out and get to work."

The MaxBlast handles all kinds of jobs from scouring ingoing and outgoing grease trap lines to cleaning out yard drains clogged with leaves, pollen buildup and other accumulated debris. (Because New Orleans is below sea level, residential yards often include drainlines.) "If grease trap lines are completely stopped up with grease, those jobs might rate as an eight or a 10 on a scale of one to 10," Surcouf notes. "Picture a 4-inch-diameter PVC pipe totally clogged by a solid, white grease log."



The MaxBlast also is an endurance beast, Surcouf says. As an example, he cites occasional jobs where the unit runs eight hours a day for two or three days at a time while working through a few hundred feet of what he calls "muck" in commercial cast iron pipelines: a thick, black substance with the consistency of oatmeal.

"When we run it that hard and for that long, we back off on the pressure a bit because we don't want to overwork it," he says. "But it holds up just fine."

The MaxBlast is so critical to Surcouf's business that he bought a second one about a year ago. "For the type of work we do, it's a big part of our bloodline. When customers have a stoppage, it's an emergency — especially if it's a business that has to shut down. When they need us, we need to be there with equipment that works. We also own cable machines, but when we have to do jetting, the MaxBlasts are invaluable.

"They keep our sewer and drain division going. For the money, MyTanas are the best value on the market. They pay for themselves over and over again." **PI**

# Review Your Rescue Plan

Even the most experienced technicians need continual training in confined-space entry procedures *By Rick Pedley*

**W**orking in a confined space exposes workers to risks that can lead to devastating injuries. A confined space is defined as an area unfit for prolonged human occupation, such as a manhole, utility tunnel or basement. These spaces have limited ventilation and few entrances and exits, which makes it difficult for workers to breathe. Hazardous gases can also be present, increasing the risk of asphyxiation or a flash fire.

Even though few plumbers find themselves in these circumstances, there are times when one may be faced with such a scenario. Every crew should have a confined-space rescue plan in case of an emergency, so workers can test the space before entering and quickly leave if it becomes unsafe.

Every job site is different. Tailor your confined-space equipment and rescue plan based on the unique dimensions and characteristics of the space.

## TESTING THE SPACE

A lack of oxygen or the presence of toxic, flammable gasses aren't easily noticeable — many of these gases are odorless, tasteless and colorless. You need proper equipment to test for those conditions. A four-gas monitor with a sample pump will draw air from inside the space to test it for hazardous gasses, including oxygen, carbon monoxide, hydrogen sulfide and lower explosive limits of combustibles.

Once the team is aware of the potential risks, the crew should try to minimize these hazards as much as possible by bringing fresh air into the confined space. Confined-space ventilation equipment pumps clean air into the area while forcing the toxic air out. Some spaces might be better served by exhaust ventilation systems that extract harmful fumes

rather than pushing air in. Workers will also need to wear the appropriate protective personal equipment including respirators, arc flash- or flame-resistant workwear, hard hats or helmets, harnesses and other fall protection for rescue and descent situations, and portable gas monitors in case the air quality changes.

## SAFELY REMOVING WORKERS

Your crew will also need to create a system for quickly retrieving workers from the confined space. This may be if a worker is injured or unconscious, or when hazardous gasses are detected. It is absolutely critical that entry by team members outside the space is not required to effect a rescue. A huge percentage of deaths in confined spaces claim would-be rescuers. Don't let this happen to you.

Time is of the essence and every member of the team should be fully trained on the rescue plan. Attendants, rescue personnel, supervisors and any other employees who might be present on these job sites should undergo training for various situations where they may encounter confined-space hazards or be assisting with someone who might.

During training, focus should be spent on OSHA's definitions and requirements for permit versus nonpermit confined spaces as well as the criteria for reclassifying a confined space. Training should also involve raising awareness and understanding of common hazards associated with working in confined spaces and how to best protect yourself and coworkers from these related dangers which can include chemical, physical, electrical and/or fire hazards.

## REPETITION AND REVIEW

Reviewing roles and responsibilities of certain team members, and what each person needs to do should an emergency occur, can help avoid confusion and panic. While the hope is that an emergency will never occur, identifying the rescue resources and planning around one should not be overlooked.



Checklists that go over PPE items and procedures and protocols that need to be done prior to entering, as well as while working within a confined space, help aid in preparation. Training should be done continuously, to keep everyone on the same page, especially as new workers join the team.

Communication is essential. Since these spaces are restricted, workers can use hardline radios that are intrinsically safe to communicate with those overseeing the job site. Managers and workers who are not in the space should watch out for signs of danger, so they can rescue workers even if they are unconscious.

When entering confined spaces vertically, a rescue and descent system that lowers the worker in and out of the space is needed, paired with a full body harness attached to a winch with a steel cable. Rescue and descent systems usually include a tripod with another overhead system, anchor bolts for securing the tripod around the entry point, like a manhole opening, and the winch for retrieving the worker.

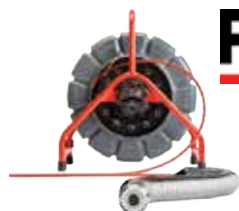
Every job site is different. Tailor your confined-space equipment and rescue plan based on the unique dimensions and characteristics of the space. Workers may need to wear

wristlets when the space is too narrow so that the worker can hold onto the handles as they get carried toward the surface before pulling themselves out of the space. Confined-space rescue kits include the important tools that you may need to rescue workers from other narrow work sites — tripod systems, ventilation blowers and ducting, gas monitors and more. These could also include gear designed to protect against chemicals, fire, arc flash or respiratory hazards; communication equipment; and additional fall-protection gear and components. These all-in-one rescue kits are sold for various industries, so be sure to select the one appropriate for your work site.

Every team needs a reliable rescue plan. Use this information to keep your team safe in every situation. **■**

*Rick Pedley, PK Safety's president and CEO, joined the family business in 1979. PK Safety, a supplier of occupational safety and personal protective equipment and manufacturer of their own new FR line GRIT, has been operating since 1947 and takes OSHA, ANSI, PPE and CSA work safety equipment seriously. Contact their safety experts at 800-829-9580 or online at [www.pksafety.com/contact-us/](http://www.pksafety.com/contact-us/).*

## YOUR SOURCE FOR RIDGID®



**SeeSnake® TruSense™  
Camera Reel**



**SeeSnake® Compact M40  
Camera System**



**microDrain Reel**



**Flexshaft  
K9-102, K9-204**



**SeeSnake®  
MAX rM200  
Camera System**



**CS12x Digital  
Reporting Monitor\***



**CS65x Digital  
Reporting Monitor\***



**CS6xVersa Digital  
Recording Monitor\***  
\*With Wi-Fi

## CENTRAL OKLAHOMA **Winnelson** COMPANY

**8% ONE YEAR FINANCING AVAILABLE!**  
Longer lease rates also available. Call Keith for details.

**Contact us about  
RIDGID's Spring Fling Promotion**

From Now Until April 30

**BUYING A SEESNAKE?**

**CALL US FOR  
GREAT PRICING &  
FREE SHIPPING!**

**WE  
WILL NOT BE  
UNDERSOLD**

**– Call Evenings and Weekends**

**Keith: 405-602-9155**

5037 NW 10th • Oklahoma City, OK 73127

**[www.centralwinnelson.com](http://www.centralwinnelson.com)**

**CALL TOLL FREE: 888-947-8761**



**SERVICE  
NATION** INCORPORATED  
PRESENTS



**BOGO**

NEW MEMBERS / FIRST-TIME ATTENDEES!

Offer Valid Jan 25th – Mar 9th, 2023

**REGISTER  
NOW!**

**MEMBERS**



**OR**

**BECOME  
A MEMBER**



**WEBSITE : [ServiceNation.com](https://www.ServiceNation.com) | INFO : 866-311-3015**

*Must be a contractor. Company must not have attended a Service Nation conference in the last five years (2018-2022)*



**Nashville, TN**



**TENNESSEE  
IN 2023**

## **KEYNOTES**



**Tommy Mello**

***A1 Garage Doors***

**APRIL 5TH, WEDNESDAY**

**9:00AM – 10:30AM**



**Gary S. Bedard**

***Lennox Residential  
Heating & Cooling***

**APRIL 5TH, WEDNESDAY**

**4:00PM – 5:30PM**



**NETWORK**

*Hundreds Of Contractors Attending*



**CONNECT**

*Industry Partners & New Products*



**LEARN**

*Breakout Hot Topics*





Randy Lorge

# Addressing America's Dirty Secrets

Lack of safe drinking water and sanitation isn't only a problem in other countries, you can also find it right here in the U.S.

**By Randy Lorge**

**I**f you have been an avid reader of *Plumber* magazine over the past seven to eight years, then there is a pretty good chance you've caught one of my articles about sanitation issues in other countries.

Since 2015, I have had the unique opportunity to travel abroad to countries such as India, South Africa and Indonesia with my team at the International Water, Sanitation and Hygiene Foundation to address these issues. The IWSH Foundation is the philanthropic arm of the International Association of Plumbing and Mechanical Officials.

I've seen the lack of sanitation and safe water at its worst. Open defecation due to the lack of safe plumbing, contaminated water supplies, and the stench of urine in school restrooms, to name a few. Like most tragedies, so many times it's the children and the elderly that capture your attention, pull on your heartstrings, and really make you wonder how something like this can still be happening in the 21st century. Oh, the stories I could tell you and how I could almost promise you, I would have you laughing and crying in a matter of a few paragraphs.

Those overseas IWSH plumbing projects took place from 2015 to 2017. To say that those projects changed my life not only as a human being, but as a husband, father and third-generation plumber, would be a huge understatement. I could not believe how conditions were over there.

## CLOSER TO HOME

Then, in 2018, I gained a whole new understanding of the lack of safe water and sanitation that was happening right under my nose here in the United States. It was in 2018 that I learned that over 2.2 million U.S. citizens live without safe water and sanitation. Let me say that again, 2.2 million men, women and children live without safe water and sanitation here in the U.S. How?

How could that be, right?

In 2018, my team and I did a plumbing project on the Navajo Nation in New Mexico where we gathered plumbers from across the globe, to address the lack of safe plumbing in a dozen homes on the reservation. We did repairs to the inside plumbing as needed in some homes, installed new plumbing in other homes that never had it, and installed a

*I've seen the lack of sanitation and safe water at its worst.*

few septic systems over the course of seven days. It was amazing to see the industry come together from across the globe to do the work! However, at the end of the day 2,200,000-12 still equals 2,199,988 Americans who still live without basic sanitation.

I realize one team cannot fix all the sanitation issues all at once, and as much pride and satisfaction that all the volunteers and myself walked away with from that project, it was still disheartening to look at that staggering number and realize there was so much more work to do.

In 2019, we were able to do another IWSH plumbing project on the Navajo Reservation, this time in northeastern Arizona. This project was scaled back to only three homes due to the accessibility of them. The home I was able to personally work on was located 27 miles from the nearest paved road! You may have heard the old expression that they had "everything but the kitchen sink" packed in the truck. In our case, on this project, we had "everything and the kitchen sink" packed in the truck! We were literally 2.5 hours away from the local big box store if we needed supplies.

Long story short, three homes received both indoor plumbing and septic systems over the course of 10 days. In

the home which I worked on; I witnessed a 92-year Navajo woman turn on the water for the first time in her life. Again, that sense of pride of being able to use my plumbing skills to do something like that was incredible. However, it wasn't long after that project that I did the math and again to see that 2,199,988 – 3 = 2,199,985 Americans that still live without safe water and sanitation.

Let me be clear about something. I am so grateful to be a part of these projects and to have the opportunity to make a difference in someone's life because of it. I am not trying to take away any of the good my teammates or I do by my feelings of "it's not enough," but for me, it's not enough. It is overwhelming to think about it. What makes it even worse is that so many people in the U.S. that have safe water and sanitation are not even aware that this situation exists in our own country.

### A NEW REGION

Shortly before the pandemic began, another U.S. project was brought to our team at IWSH. Unlike the other sanitation projects we have addressed over the years in the United States, this project wasn't on the reservation. This project was in Lowndes County, Alabama. It is an area known as

Let me be clear about something. I am so grateful to be a part of these projects and to have the opportunity to make a difference in someone's life because of it.

the Black Belt Region. Originally named that due to the rich, black, fertile soils, which have a unique geology that makes the ground virtually impermeable to water.

Now, if you are a plumber that understands how a septic system works, "impermeable to water" is not something you want to hear when a septic system is your only choice for disposing of wastewater. Our contacts shared some unmanageable information and photos of some of the issues residents were experiencing. Approximately 40% of the residents living there, 47,000 plus, have failed septic systems and surface discharge of wastewater is commonplace. Yes, you read that right! Surface discharge of untreated wastewater!

Unlike the Navajo reservation where a plumbing license is not required to do plumbing (even though the work we performed there was done with licensed plumbers), before our team could pack up and head down to work in Lowndes

# LOW FLOW BULLDOG

## Put Some Teeth Into Pipe Cleaning!

- *Constant rotation*
- *No Leakage*
- *Low maintenance*
- *More power to clean*
- *Connection sizes: 1/4", 3/8" & 1/2" NPT*

App. Range:  
2in. - 8in.

Max. Pressure:  
5,000 psi / 350 bar



CALL 1 877 ENZUSA1  
For a dealer near you

[www.enz.com](http://www.enz.com)



While others are still searching ...  
**... WE ARE FINDING LEAKS!**



**OUR Training is YOUR Success.**  
No sale without professional training.

Hermann Sewerin GmbH | Office +1 888 592 9916 | Cell +1 888 592 9916 ext. 102 | sewerin-usa@sewerin.net | www.sewerin.com

"We believe in providing  
the best plumbing repairs for our customers,  
the best plumbing contracting  
for our construction customers and  
the best continuing education  
for our plumbers to be their very best."

**Tonya Reed**  
Henry Plumbing Co.,  
Savannah, Georgia



Read what **matters** to contractors in every issue of *Plumber*.  
Subscribe for FREE at [plumbermag.com](http://plumbermag.com)

## **Industry INSIDER**

County, we needed to be properly licensed. It's been a while since I last wrote a state plumbing test — like 25 years! But my team and I understand the value and importance of plumbing licenses. So, out came the books and in a matter of a couple of months, I and one of my colleagues, wrote and passed the state of Alabama master plumber exam.

Now that we were ready to get boots on the ground, we teamed up with some incredible partners and organizations with like-minded goals and set out to address the sanitation issues in Lowndes County, one home at a time.

In my next article, I will share with you how we continued to chip away at that staggering number of 2,199,985 Americans that live without safe water and sanitation.

It's a secret that needs to be told. **PI**

*Randy Lorge is a third-generation plumber and the director of workforce training and development for the International Association of Plumbing and Mechanical Officials. Lorge is also a member of the planning team for the International Water, Sanitation and Hygiene Foundation. This 501(c)(3) foundation has completed water and sanitation projects for those less fortunate in India, South Africa, Indonesia and, more recently, the United States. He enjoys time with his family and spending as much time as possible in his deer stand. To contact Lorge, email [editor@plumbermag.com](mailto:editor@plumbermag.com).*



# LittleGIANT®

# RATED EASIEST TO INSTALL AMONG CONTRACTORS.

2022 Little Giant Brand Research Study



---

Spring means rain, snow melt and excess water. Little Giant Sump Pumps are ready to tackle it all — providing reliable and efficient performance that you and your customers can count on, drop after drop.

---



Franklin Electric

[littlegiant.com](http://littlegiant.com)

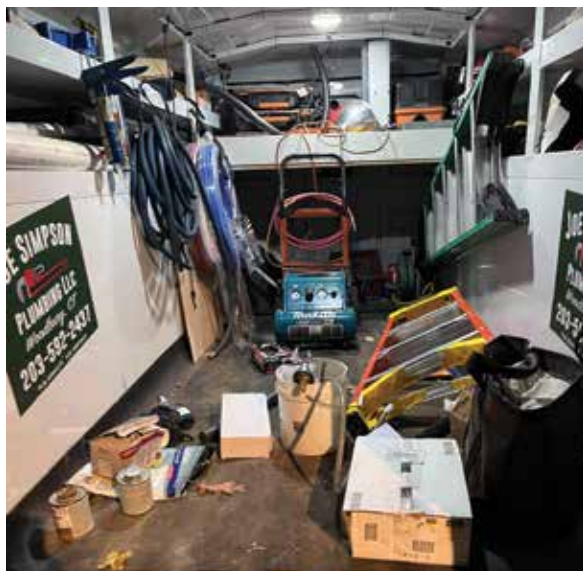




## Joe Simpson Plumbing LLC

Woodbury, Connecticut

**T**his new 2022 Ford Transit cutaway with Knapheide KUV body has drawn a lot of attention for Joe Simpson Plumbing in Woodbury, Connecticut, according to owner Joe Simpson. Before getting this van he used a F-250 with open-top utility body, but found that materials would blow out the back or get wet and each door had to be locked individually, so he decided to make a change. The Ford Transit has small doors on the back to allow storage of 10-foot lengths of pipe and all compartments and doors lock with a key fob, keeping tools and materials dry and secure. Simpson bought the van from Litchfield Ford and the body was installed by Universal Truck. Sign Pro in Connecticut did the wrap. "I feel more comfortable parking it in parking lots knowing everything is locked and covered," Simpson said. The van is also equipped with a large touch screen in the cab for stereo, maps, climate control and a backup camera. It has a switch inside the backdoor to turn on interior lights in the cargo area if needed at night. The six-cylinder engine and single rear wheels have no issues hauling all of his parts and equipment up and down the hilly terrain in the area. "This truck gets compliments everywhere I go and people come up to ask for a card," Simpson said. "Best investment I've made in my business." For more information on Joe Simpson Plumbing, go to [www.joesimpsonplumbingct.com](http://www.joesimpsonplumbingct.com) 📱



### Show us YOUR Rolling Billboard!

Got a service vehicle with real WOW appeal?  
Show it off to **Plumber** readers!

Send photos of your service vehicle after it has been lettered with your company name. Please limit your submission to one vehicle only. Your Rolling Billboard submission must include your name, company name, mailing address, phone number, and details about the truck, including tank size, cab/chassis information, pump information, the company that built the truck, and any other details you consider important. In particular, tell us what features of the truck help make your work life more efficient and more profitable. Email your materials to [editor@plumbermag.com](mailto:editor@plumbermag.com) or mail to Editor, Plumber, P.O. Box 2707, Eagle River, WI 54521. We look forward to hearing from you!



## Better protection for beverage dispensers.

Select VersaCheck® models are both ASSE 1024 and ASSE 1032-certified to provide backflow protection for carbonated and non-carbonated beverage equipment.



1/4" & 3/8" FNPT

ASSE 1024 & 1032  
NSF 61 & 372

Learn more and buy from your favorite plumbing wholesaler or visit [VistaWaterGroup.com](http://VistaWaterGroup.com).

## Infinitely-adaptable backflow prevention.

VersaCheck® Dual Check Backflow Preventers are simple to install and provide reliable, certified protection. All models are highly resistant to scale and corrosion, and 100% free from lead and toxic chemicals.

1/2" – 1-1/2" FNPT

ASSE 1024  
NSF 61 & 372

1/4" & 3/8" Tube QC

ASME A112.18.1  
& A112.18.3  
CSA B125.1  
NSF 61 & 372





# Cleaning up the Marketing Mistakes

Make it as easy as possible for potential customers to hire you when their plumbing systems need work

*By Carter Harkins and Taylor Hill*

**A**lways looking forward in your plumbing business, you're thinking about what you need to change and how you can improve your business in the coming months. Maybe you're looking at your systems and processes. Maybe you're looking at your team. Maybe you're looking at your marketing and advertising. Maybe you're looking at all of these.

There's always more to do, but the easiest way to make improvements is to start with one focus. In this article, we're going to draw from our experience running a marketing business to focus on how you market your plumbing business.

Specifically, there are three mistakes we see business owners make time and time again that can turn away leads and render marketing far less effective than it can and should be. Are you making any of these same mistakes?

## Marketing Mistake No 1: Being unclear about what you do, how you do it and where you do it

Have you ever visited a business's website and had to scroll, and scroll, and scroll in attempts to find out if they provide the service you need, solve the problems you have or serve the area where you are located? We have, and it's frustrating.

A lot of businesses make this mistake in their marketing. They assume that potential clients will read every sentence and every page on their website to find the information they need. Or that they'll go out of their way to connect

the dots. But the reality is that most of us won't.

Most of us want to skim through a website or flyer, and if we don't immediately and clearly understand what the company offers, who it helps, why we should choose that company over another and how we can easily reach a representative, we move on.

Life is work enough. Don't make your potential clients work to understand who you are, why they should care and how you can help them. Make clarity a priority in your marketing:

- Prominently display your phone number on your website and other marketing collateral.
- Draw a map including your service area and display it front and center on your website and other marketing collateral.
- List your services somewhere where they can be quickly found on your website and other marketing collateral.
- Offer multiple ways to contact you.

## Marketing Mistake No 2: Not marketing your authority, reputation and trust factors

All wastewater businesses carry a certain amount of risk. That is why your potential clients want to know:

- What will my experience be like if I hire this company?
- Will I get my money's worth?
- Will they do a good job?
- Will I regret my decision to hire them?

The more uncertainty and risk you can remove, the more confidence your potential customers will have that you're a good, safe choice. And the easiest way to remove uncertainty and risk is to feature trust factors on your website and marketing materials.

Trust factors are signals that show your authority, your experience and training, your reputation and the quality service you provide:

- Licenses and certifications

Life is work enough. Don't make your potential clients work to understand who you are, why they should care, and how you can help them. Make clarity a priority in your marketing.

Continued ►

# GIVE YOUR CUSTOMERS **ALL THE CREDIT.**

Up to  
**\$2000**  
in tax  
credits<sup>1</sup>

ProTerra® Hybrid  
Electric Heat Pump

Rheem IKONIC™  
Condensing Tankless

ProTerra® Plug-in  
Heat Pump



[Rheem.com/water-incentives](https://www.Rheem.com/water-incentives)



Sustainability Standout - This product meets a stringent set of our internally defined sustainability standards.  
<sup>1</sup>Consult with a tax advisor for complete program details and eligibility requirements.

- Years of experience
- Testimonials and reviews from past customers
- Industry memberships and trainings
- Service awards
- BBB logo and other trusted sources of business verification

We recommend putting trust factors on your trucks and anywhere else they can help reassure folks who might be considering working with you. At the very least, these should be easily found on your website.

One reminder: Google is one of the top places people search for local service businesses. The latest BrightLocal Local Consumer Review shows that more potential customers use Google to evaluate local businesses than ever before. In 2021, 98% of consumers read online reviews for local businesses.

So no matter how many reviews you have, don't let up. Continuously work to deliver service that earns reviews on

Google, Yelp and other platforms where your clients and potential customers are when evaluating businesses like yours.

### Marketing Mistake No 3: Making it hard, confusing or frustrating to work with you

Your plumbing business exists to make the lives of your customers easier and less frustrating. But have you considered all the ways you may be making it difficult to work with you?

Many businesses have unnecessary friction in their booking processes, invoicing/payment processes and other points of the customer experience. And friction is not what customers — or you — want.


Adding unnecessary work for customers increases the likelihood that clients will stop trying to work with you. They'll move onto another company that makes it easy to schedule — a company with fewer friction points in the customer experience.

When you don't spell out what the experience will be like and what customers can expect, what harm does that do? Remember when we talked about removing uncertainty? You might know every step involved in serving a client, but your clients don't — especially if it's their first time hiring you for septic service. It may seem counterintuitive, but many people will choose to work with another company simply because they know what to expect — whether the service provided will be better or worse than another company's.

Remove hesitation and uncertainty by setting clear expectations. As a bonus, setting clear expectations can also help prevent the disappointments and misunderstandings that lead to negative reviews.

### THE BOTTOM LINE

What's the verdict? Are you making any of these mistakes? If so, don't beat yourself up — just work to make things better.

We know, running a business is about more than just getting your marketing right, but so many aspects of your business really are marketing. If you're making any of these marketing mistakes, spend some time each month working on improving — for your business and for your clients. 

-----  
Carter Harkins and Taylor Hill are authors of *Blue Collar Proud: 10 Principles for Building a Kickass Business You Love* and owners of *Spark Marketer*. Visit [www.sparkmarketer.com](http://www.sparkmarketer.com).



IT'S NOT TOO MUCH TO ASK FOR



★ **RELIABLE** ★

**DRAIN CLEANING MACHINES**

**DURACABLE DELIVERS**



BUILT **USA** TOUGH



DM162

[DURACABLE.COM](http://DURACABLE.COM)



**DURACABLE**  
— MANUFACTURING CO. —

800-247-4081



# Pipeline and Lateral Rehabilitation

By Craig Mandli

## Bursting

### Pow-R Mole Trenchless Solutions PD-33M

The PD-33M pipe bursting machine from **Pow-R Mole Trenchless Solutions** is designed to replace existing underground pipes 2 to 6 inches in diameter. Its nonslip, cylinder-activated jaws prevent cable damage while providing 60,000 pounds of pulling force. It offers a cost-effective alternative to open-cut excavation, reducing customer disruption and increasing company profits. The process replaces the existing pipe with a fused HDPE pipe, which eliminates all joints and allows the operator to pull through bends such as 45-degree fittings. This system is modular and can be easily disassembled and reassembled for manhole and basement applications. With a compact design and very small footprint of only 20 by 20 inches, this unit can be used in tight locations. **800-344-6653; www.powrmole.com**



### TRIC Tools E24

The E24 revisits the essential **TRIC Tools** 4-inch lateral bursting package that created the industry of trenchless home sewer replacement decades ago. Redesigned with economy and practicality in mind, it is geared primarily towards residential bursting jobs up to 4 inches in diameter. The standard system includes a portable and reliable 10,000 psi electric pump, plus lightweight 5/8-inch compact swaged cable. It is suitable for indoor use, difficult backyard easements, and very tight spaces with limited access. **888-883-8742; www.trictools.com**



## CIPP Equipment

### Emagineered Solutions THE SHOOTER 12

**THE SHOOTER 12** from **Emagineered Solutions** is a continuous air-inverter for CIPP. It has a range of 4 to 12 inches (up to 15 inches with a conversion kit), a knife gate for after the liner tail passes, and comes with either a self-lubricating hand truck or a basic non-oiler cart. **THE SHOOTER 24** is for 15 to 24 inches, is trailer-mounted and comes with a knife gate and remote operating station on the fender. An optional conversion kit expands its range from 6 to 24 inches. Additional equipment offered include full steam packages with portable dry steam generators, steam hose, A and B Stations, water cure flanges and LED UV Y adapters. **541-504-0416; www.theshootercipp.com**



### Pipeline Renewal Technologies SpeedyLight+

**SpeedyLight+** from **Pipeline Renewal Technologies** is an LED-based solution for CIPP that safely and efficiently cures small-diameter liners. Compatible with both felt and invertible glass fiber, it can cure transitions, verticals and even 90-degree bends in lines as small as 4 inches in diameter. The integrated camera lets operators monitor the curing process in real time, allowing for ultimate precision and quality control. The highly portable design allows for access from even the most remote sites, curing up to 328 feet of liner in pipe 4 to 12 inches in diameter. Free of styrene and amines (and the associated odor), light-based cure technologies are less disruptive than their ambient counterparts are. **866-936-8476; www.pipelinert.com**



## Waterline Renewal Technologies LightRay LRI System

### The LightRay LRI System from Waterline Renewal Technologies

allows complete operator control and closely resembles traditional ambient-cure inversion methods. It can accomplish throughput up to 6.3 feet per minute of casting with the light train, which incorporates cold LED lights that require no heat to cast the liner. The light train comes in a standard casting length of 50 feet, operates on a low-voltage DC platform and is internally protected to accommodate bends in pipes up to 90 degrees. Liners arrive ready to install without any need for refrigeration, which dramatically reduces the variability from mixing and preparing liners and eliminates the requirement for extra equipment in the field. The system uses nonthermal UV casting resin that is temperature-stable and only activated by UV light coupled with high-strength flexible fiberglass-coated liners. **866-336-2568; [www.lightrayinversion.com](http://www.lightrayinversion.com)**



## Soil Surgeon hydroexcavating tool

The **Soil Surgeon** hydroexcavating tool fits any sewer combination truck equipped with a telescoping 6- or 8-inch boom. The tool has a 1-inch water connection. The operator controls water pressure and power through truck controls. It has a 6-foot Tuff-Tube with handles to guide the unit down for potholing or side to side for trenching. Six jets boring inward cut the soil while six boring outward bring the tube down. **949-363-1401; [www.soilsurgeoninc.com](http://www.soilsurgeoninc.com)**



## Excavating

### Hydra-Flex Ripsaw

The **Ripsaw** rotating hydroexcavation nozzle from **Hydra-Flex** has a 0-degree stream that rotates at an 18-degree cone of coverage, which increases impingement to dig faster and use less water. A slower stream rotation increases digging power, improves control, and reduces the nozzle's wear and tear to lengthen its life. Built with heavy-duty coating, stainless steel housing, and tungsten carbide wear surfaces, its long-lasting, premium components are effective against frost, shale, and rocky soil. Its coating is non-conductive, which provides extra safety for both users and utilities. It was designed to be repairable — not replaceable — and repair kits extend the nozzle's life, allowing users to be back up and running in just 10 minutes. **952-808-3640; [www.hydraflexinc.com](http://www.hydraflexinc.com)**



## Fittings

### Jomar Valve Lead Free Brass CPVC Insert Ball Valve

**Lead Free Brass CPVC Insert Ball Valves** from **Jomar Valve** have a standard CTS connection, and are full port, two-piece, 150 WOG valves featuring a durable brass body, quarter-turn operation, CPVC end connection inserts and an optional drain tap 1/8-inch orifice. Made for hot and cold water systems, the valves are 100% leak tested and available in 1/2- to 1-inch sizes. **586-268-1220; [www.jomarvalve.com](http://www.jomarvalve.com)**



### PRIER Products P-360 Sanitary Bury Hydrant

As municipal codes move to protect people from ecological harms, **PRIER Products** offers the **P-360 Sanitary Bury Hydrant** to meet these changing codes. It stores water in a canister, eliminating the exposed weep hole underground so there is no chance of water intrusion through to the drain hole. It uses a piston system, rather than venturi, so it does not require winterization and is serviceable above surface. There is a bucket catch for easy hands-free bucket fills and a high flow rate of 10 gpm at 25 psi differential. All PRIER sanitary hydrants are tested and approved to the ASSE 1057 Standard. The outlet is where all the safety features are housed, including a vacuum breaker and backflow preventer. This sanitary hydrant is also tested and approved to NSF-372, certifying it as lead free. **800-362-9055; [www.prier.com](http://www.prier.com)**





## US Tube Doors

**US Tube Doors** offer easy and efficient alternatives to threaded plumber PVC plugs for roof-top storage tubes. These utility tube doors feature die-cast aluminum doors with easy-to-install zinc "U" saddle brackets. These doors eliminate cumbersome plugs, stripped threads and lost plugs. Doors have rib reinforcement for added strength, large padlock tab for added security and an attached gasket for a tight seal. These doors are available in three sizes to fit 4-, 6- and 8-inch Schedule 40 PVC pipe. **866-880-4880; [www.ustubedoors.com](http://www.ustubedoors.com)**



## Viega MegaPressG

**MegaPressG** from **Viega** is a safe, fast and clean way to connect gas pipe. Made from carbon steel alloy with corrosion-resistant zinc nickel coating, it is available in sizes and configurations from 1/2 to 4 inches. It is approved for more applications than any other carbon steel press fitting system, including underground use, and has an HNBR sealing element for fuels and gasses. The graphite separator ring is engineered to withstand high temperatures. Available configurations include elbows, couplings, no-stop couplings, reducers, tees, reducing tees, adapters, reducing adapters, unions, caps and flanges. It helps keep job sites cleaner with no threading oils or other products. Connections can be made in 16 seconds or less, saving up to 90% on labor costs. The flameless connection eliminates the need for hot work permits or a fire watch, meaning other trades can work simultaneously and safely. **800-976-9819; [www.viega.us](http://www.viega.us)**



## Pipe Relining Equipment

### MaxLiner WovoX

**WovoX** from **MaxLiner** offers improved upsize capabilities, multiple bends up to 90 degrees, and increased consistency for calculating stretch and drawback. Up to two existing pipe diameter changes are possible with one liner, with no wrinkles, no folds, and without sacrificing



finished thickness. The system helps installers looking to add in-building lining to their repertoire with a product capable of lining around multiple bends easily and with spectacular finished qualities. **877-426-5948; [www.maxlinerusa.com](http://www.maxlinerusa.com)**

### Warrior Trenchless Solutions Thermoform

**Thermoform** from **Warrior Trenchless Solutions** is a PVC-alloy structural pipe lining system designed for the trenchless rehabilitation of failing sewer and culvert pipes. It is an environmentally friendly, styrene-free thermoplastic. There are no harmful emissions, and it does not rely on any chemical reaction during installation. Factory-controlled production with rigorous material testing ensures a consistent quality product that conforms to and exceeds the expected standards. The material is highly flexible, allowing it to expand and fit tightly to the host pipe, including changes in shape and dimensions. It is produced in sizes ranging from 4 to 36 inches in diameter, and the wall thickness can be varied according to the application. All installers must be accredited and audited to ensure the highest quality work possible. **716-601-7760; [www.thermoformliner.com](http://www.thermoformliner.com)**



## Rehabilitation

### Enz USA CB Range



The **CB (Cutting Ball) Range** from **Enz USA** is equipped with a carbide root knife or penetrator blade for pipes that are clogged by more than 50%. The CB90, CB70 and CB50 work without impact, but are equipped with a plug that can be removed, that creates a vibration in the tool when rotating (except the CB50). The cutters on the side are self-sharpening and maintain their sharpness over their entire service life. The area of application of the cutting ball is diverse. Due to their spherical shape they can easily navigate bends without damaging the pipe. Moreover, the proven braking system ensures for a lower rotation speed. The CB90, CB70 and CB50 are leakage-free and can be operated with recycling water. They are particularly suitable for roots in seepage pipes, mineral deposits and lime scale. All are supplied in a case. **877-369-8721; [www.enz.com](http://www.enz.com)**



## Infrastructure Repair Systems Infragard

**Infragard** concrete and manhole rehabilitation products from **Infrastructure Repair**

**Systems** include Top Coat and Chim-Coat, which are non-hazardous ambient-cure epoxy systems for a small patch, entire manhole or retaining wall. This cost-effective solution requires no expensive equipment as it has an easy trowel-on application. They are corrosion resistant and high-strength, with an impermeable structural bond to the substrate or to almost any concrete or metal surface. Chim-Coat is engineered with a flexible feature that maintains adhesion while expanding or contracting with changing temperatures and traffic loads. 877-327-4216; [www.irs.net](http://www.irs.net)

## Jetters Northwest Brute Jetters SKID-4009 and SKID-3012 Jetters

**Brute Mountable SKID-4009 and SKID-3012 Jetters** from **Jetters Northwest** provide trailer-sized power in a very compact skid package that mounts in a van, truck or to a trailer. Available at either 9 gpm/4,000 psi (SKID-4009) or 12 gpm/3,000 psi (SKID-3012), the jetters have the power to run root-cutting nozzles such as the Reaper, Warthog and Bulldog. Compact water tank skids are available in 100-, 150- or 200-gallon sizes that easily couple to Brute jetters. Fuel-injected engines provide choke-free electric-starting and work with the optional wireless remote control that controls jetting on/off and engine on/throttle/off. They also feature panel-mounted controls to allow handy operator access, a 12-volt power reel holding up to 400 feet of jetting hose (300 feet standard), adjustable pulsation control, and four jetting nozzles included. An optional wheel kit is available for portability. 877-901-1936; [www.jettersnorthwest.com](http://www.jettersnorthwest.com)



Continued ▶

# We are redefining pipe rehabilitation

SIPP (Sprayed In Place Pipelining) casting system presents a cost-effective solution compared to European products. Through direct application of the resin, no need to use liners

- No need for any reinstatements.

Can be used through existing access points in the structure.

## We Offer the Best Training and Support in the Business

- 100% polyurea [No foaming]
- Chemical resistant
- ASTM tested, 60 sec cure time (compared to competitors 10 min. to 2 hrs.)
- 10 year warranty
- Long shelf life
- Made in USA
- High quality standard
- ISO 9001
- Easy to apply

Small Sprayhead  
1½" - 6"  
Pipe diameter



Large Sprayhead  
6" - 20"  
Pipe diameter



Not ready to buy?  
Rentals Available!



Made in U.S.A.

**Leading Edge In Sprayed In Place Pipeline Technology**

**Equipment and resin made in USA,  
ready to ship today - no lead time.**



— Financing Available —

+1.970.444.5655  
[www.ipp-solutions.com](http://www.ipp-solutions.com)



## Oatey Industrial Grade Clear Primer

**Oatey Industrial Grade Clear Primer** is an NSF-listed, aggressive primer for use on commercial and large-diameter thermoplastic piping systems, specifically CPVC Schedule 40 / 80. It is formulated for use on PVC and CPVC pipe and fittings in cold weather applications. It removes contaminants such as surface dirt, grease and grime, as well as softens the pipe surface to allow for a fast, secure solvent weld. Its clear finish will not stain most surfaces. All solvent cement and primer products are certified to UL Greenguard Gold. It is available in three variations of sizes, ranging from 16 oz. to a gallon. **800-321-9532; [www.oatey.com](http://www.oatey.com)**



## Picote Solutions Dual-Color Epoxy Brush Coating System

The **Dual-Color Epoxy Brush Coating System** from **Picote Solutions** allows technicians to rehabilitate pipes from 1.25 to 12 inches for drains, sewers, water pipes, electrical conduits and heat and air-conditioning ducts by brush-casting a coating. The coating resin forms a pipe inside the original pipe that is tested, safe and environmentally friendly. The new pipe is damp-proof, corrosion-resistant and wear-resistant. It is ASTM and NSF certified (NSF/ANSI 61-5). It is a 100% solids epoxy, and the method allows for clear visual verification during the application process. Apply to small areas or all drains in multistory buildings. The system is practical and easily fits in tight places. **219-440-1404; [www.picotesolutions.com](http://www.picotesolutions.com)**



## Prime Resins PrimeCem MSM

**PrimeCem MSM (Microsilica Mortar)** from **Prime Resins** is a blend of Portland cement, graded silica sand, fibers and silica fume. The mortar may be hand- or spray-applied in a nominal thickness of 1/4 to 2 inches. Thicker applications can be achieved by applying it in successive lifts. Uses include repairing concrete walls, ceilings, lining brick or concrete manholes and lift stations and horizontal pipe repair. Microsilica Mortar provides an extremely dense matrix and will accept coatings at earlier ages than typical Portland cement repair products. This product contains a migrating corrosion inhibitor. **800-321-7212; [www.primeresins.com](http://www.primeresins.com)**



## Reinstatement Cutter



### CUES Currahee Cutters

**CUES Currahee Cutters** provide a number of solutions for pipe inspection and rehabilitation — from clearing blockages, debris, protruding laterals and roots, to reinstating laterals in a CIPP liner. The cutters function in a range of 5.25- to 12-inch pipe, are equally effective in CIPP or fold-and-form liners, and can be installed on a CUES K2 truck-mounted cutter system. The system performs optimally using 1,000 to 1,500 feet of cable, and is operated with the CUES gamepad controller. **800-327-7791; [www.cuesinc.com](http://www.cuesinc.com)**

## Trenchless Point/Spot Repair



### Cherne Pillow-Style Test-Ball

**Cherne Pillow-Style Test-Balls** are made of heavy-duty elastic urethane, making them lightweight, flexible and hydrocarbon resistant. They can fit through small-diameter openings, and are also great for blocking sewer flow. They are equipped with a special 30-foot inflation hose, read-back line and gauge. A repair kit is available to fix small tears and punctures. They are available in 15 variations of lengths, ranging from 15 to 66 inches. **800-843-7584; [www.cherneind.com](http://www.cherneind.com)**

## Logiball Test and Seal Packers

**Logiball's** line of test and seal packers cover mainline joints 6 to 144 inches, lateral connections and lateral lines from the mainline (6 to 30 inches) and laterals from a clean-out access (4 to 6 inches). Test and seal packers are available for different pipe shapes (box culverts, egg shape, elliptical pipe and long span packers) to stop groundwater infiltration and stabilize pipe bedding materials, thereby extending the useful life of these assets. They can help stop unwanted groundwater infiltration in sewers using a holistic approach. **800-246-5988; [www.logiball.com/en](http://www.logiball.com/en)**



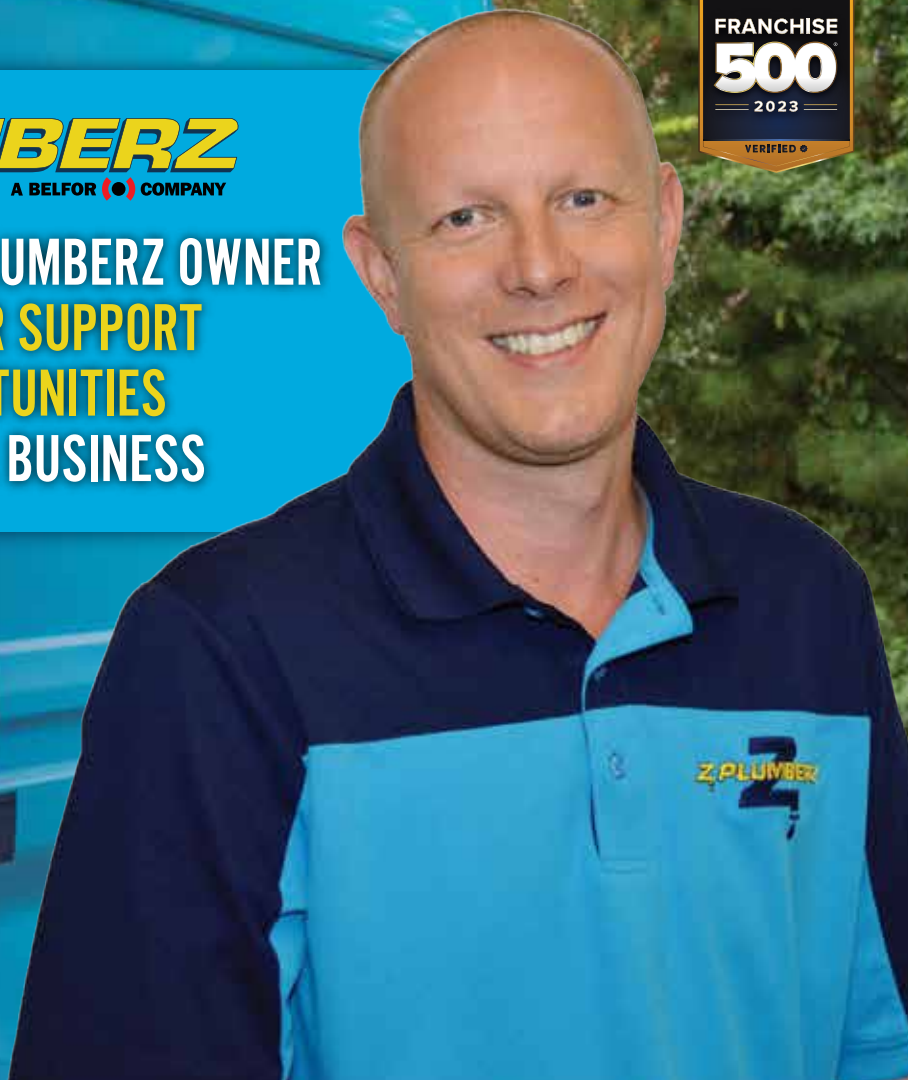




## BECOMING A Z PLUMBERZ OWNER PROVIDES **BIGGER SUPPORT & BIGGER OPPORTUNITIES** FOR YOUR SMALL BUSINESS



*Scan Me!*



### Don't take our word for it - just ask our franchisees...

*"Getting over 'the plateau effect' whenever I reached the 'max' in my previous position, and getting to the next level, was made possible thanks to Z PLUMBERZ. The wealth of resources available at your fingertips, and the size and scale of being part of the leader in the space, affords us opportunities that are harder for smaller businesses or mom and pop shops. I'm still a small business and can be a part of my local community, but I have tremendous national resources that make me the best I can be."*

— Scott H., owner & licensed master plumber, converted his business to Z PLUMBERZ in 2019

**Residential & Commercial Plumbing | Drain & Sewer Cleaning | Trenchless Technologies**

Are you ready to go bigger with your plumbing business?  
Call **866.425.3549** or visit **[zplumberzfranchise.com/Plumber3](https://zplumberzfranchise.com/Plumber3)** to learn more.

## Product Spotlight

### Flexible shaft powers through stubborn drain clogs

By Craig Mandli

**A**lthough the underlying technology is over 100 years old, flexible shaft drain cleaners are a recent entry to the industry. Over the past decade, they have quickly gained a reputation for being the go-to tool for milling, pipe replacement prep and descaling. Along the way, plumbers noticed that they could be a formidable drain cleaner as well. Flexible Shaft machines are lighter and safer than snake-style drain cleaners, and because their cutting chains rotate in the 2,000 rpm range, they are like having a weed whacker down the drain. The only negative was that they couldn't clear a severely clogged pipe. They were great at cleaning up after a drain has been opened, but they lacked the ability to deliver the forward momentum necessary to unclog the toughest drains.

Being a drain cleaning company, General wanted to eliminate this weakness. "We have delivered a game changer with this device because the contractor can now do it all with one machine," says Dave Dunbar, General's national sales manager. "We examined other entries into the flexible shaft market as well as explored the full range of materials, motors, cutters, connectors, alignments and speeds."

The Flexi-Rooter 100 offers a stronger flexible shaft with the strength to cut through roots in 4-inch lines, yet flexible enough to negotiate 2-inch lines. An integral variable-speed motor with foot pedal allows the user to use



both hands to safely guide the flexible shaft into the line. In addition, a two-part cleaning array combines ClogChopper cutters with carbide chain cutters. According to Dunbar, flexible shaft technology is faster and more thorough than conventional cable drain cleaners, as the shaft spins up to 2,200 rpm, quickly grinding up stoppages and scouring pipe walls clean.

"The Flexi-Rooter 100 is very good at clearing paper, soap and hair, grease and even roots from 2- to 4-inch drains," he says. "Also, because of its design and function, it is a lighter, safer, and more effective option than other methods of removing these obstructions."

The ClogChopper cutters rip through tough clogs with six self-sharpening blades that dig into encrusted debris and root masses, easily grinding up stoppages, scale and crystallized urine. The spherical design maneuvers around tight bends and traps. Its durable metal frame includes 10-inch wheels and a folding handle to facilitate transport to and from jobs. A safety slip clutch helps protect the flexible shaft. The shaft is also field-repairable.

"The ClogChopper is a great all in one cutter that serves as a starting tool and self-sharpening cutter," says Dunbar. "The ClogChopper alone is a game changer in the world of flexible shaft machines." 800-245-6200; [www.drainbrain.com](http://www.drainbrain.com)

WHAT'S TRENDING FOR CAMERA INSPECTION?  
**FIND OUT AT PLUMBERMAG.COM**

- FREE Subscriptions
- Online Exclusives

- Email Alerts
- E-Newsletters

- Videos
- Manufacturers/Dealers

## Find sources of sewer and plumbing odors and inflow with Superior 5E Smoke Blower

Smoke testing is a cost-effective solution ideal for hard-to-find odors, leaks and other faults in commercial, residential and municipal facilities. It's a quick and effective way to find plumbing faults when testing laterals and building plumbing. The Superior 5E Electric Smoke Blower gently pushes smoke throughout the system to find cracks, leaks and quickly identify problems. It takes only minutes to set up the blower and seconds to see the results. Superior's 5E Electric Smoke Blower easily connects to any clean-out, port or vent to smoke test the entire system. Made in the USA, the durable 5E is complete with 8 feet of industrial grade hose. Use with 1A or 2B Superior smoke candles which create 4,000 or 8,000 cubic feet of smoke, respectively. Superior's smoke candles are also sold in convenient SealPac cans which extend shelf life. **732-251-0800; [www.superiorsignal.com/pl5](http://www.superiorsignal.com/pl5)**



the enclosure for easy access and field wiring. It features LED status indicators for pump run, power on, and float status; easy-to-use float push-to-test buttons; an HOA switch that allows you to easily switch between Hand, Off, and Auto modes; and Form C auxiliary alarm contacts to add remote alarm monitoring. The controller is protected by three auto resettable fuses: control, alarm and pump one. **888-342-5753; [www.sjerhombus.com](http://www.sjerhombus.com)**

## NIBCO PressACR jaws for PC-2800 tool

NIBCO introduces its jaws that are compatible with the NIBCO PC-280 tool for use on the PressACR product line. The new jaws can be used to press the full PressACR size range through 1 3/8-inch with one tool. Available in sizes ranging from 1/4- to 1 3/8-inch, the PressACR fittings feature an interior groove design on the press ends that help support high-pressure requirements of HVACR systems. The PressACR system is a copper tube joining method that delivers consistent joint quality and is designed to meet the demands of air conditioning and refrigeration applications. In addition to the NIBCO PC-280 press tool, the new jaws (up to 1 1/8-inch) are compatible with other press tools featuring a force of 32 kilonewtons, including tools manufactured by RIDGID and Milwaukee. **800-234-0227; [www.nibco.com](http://www.nibco.com)**




## RIDGID 760 FXPTM power drive with FXP battery

RIDGID's 760 FXPTM power drive is its first handheld cordless threading solution designed for portability and ease of use on the job site. Powered by RIDGID's all-new FXP Technology Platform, the battery-powered tool features intuitive smart technology to improve the users' threading experience. The portable threader's brushless motor completes up to 30 2-inch threads per charge using the 4Ah battery, an 8Ah battery is also available for extended life. The tool is offered in two variations, 12-R and 11-R, and is 100% compatible with the existing RIDGID threader die heads of that type. It reaches 42 rpm in forward and reverse. **800-474-3443; [www.ridgid.com](http://www.ridgid.com)**



## Glenetronics PS-C50 combo system pump



Glenetronics' PS-C50 is the latest combo system from Pro Series Pumps featuring higher pumping capacity with the same quality and reliability contractors have come to count on. The C50 has monitoring features and is both quick and easy to install, even in small pits. The 1/2 hp S3050 primary sump pump operates at 3,900 gallons-per-hour at 10-foot head, and the 2400 backup sump pump system operates at 2,400 gph at 10-foot head. The backup pump can turn on and aid the primary pump in cases with high volumes of incoming water. Add remote-monitoring capability with the external Pro Series CONNECT Wi-Fi Module to send homeowners real-time alerts via email, text, or in-app notification. A USB data port and remote terminals on the PS-C50 connect to external devices such as the Pro Series CONNECT Wi-Fi Module, home automation systems or other devices for remote notification. **800-991-0466; [www.stopflooding.com](http://www.stopflooding.com)** 

## SJE Rhombus Model 112 with new simplex controller

SJE Rhombus has redesigned its Model 112 control panel that controls one 120-, 208-, 240-volt single-phase pump in water and sewage installations. This latest generation features a simplex controller designed to be more user-friendly. Plus, it includes new features such as built-in pump failure and float out-of-sequence detection. The new controller has a sleek, touch-safe housing that's elevated in



*Send us your plumbing product news. Email new plumbing product news, photos, and videos to [editor@plumbermag.com](mailto:editor@plumbermag.com).*



# Pipeline and Lateral Rehabilitation

*By Craig Mandli*

## Lining system used for historical rehabilitation



**Problem:** The historical Lake County Courthouse in Painesville, Ohio, contacted a Flow-Liner certified installer after discovering issues in two different drains. Both drains were in need of cured-in-place-pipe lining: One was lined vertically, from the basement to the rooftop, approximately 50 feet in length, and the other from an inside clean-out to approximately 35 feet downstream.

**Solution:** The **Flow-Liner** installer utilized two inversion drums, the small Flow-40 and the next size up, the Flow-120. Both pipes were successfully lined, sealing all leaks and cracks along the way and without disruption of the courthouse operations.

**Result:** “The crew leader was extremely knowledgeable and explained the process of lining the roof drain in our historical building,” says Buildings and Grounds Supervisor Mark Lafelice. “The entire team listened to my concerns and catered to our needs. They were professional and courteous to all of our staff. The entire process was seamless. The departments we worked in were able to continue to operate without interruption. Overall, the entire experience was amazing. We, as an organization, will look at this process as an option moving forward if any other difficult situation that arises.” 800-348-0020; [www.flow-liner.com](http://www.flow-liner.com)

## Rehabilitating clean-outs and floor drains in a cold winter climate



**Problem:** In March 2022, a new airport terminal, built in Salluit, Quebec a year before, was showing some deficiencies under the basement slab. Nine clean-outs and floor drains had shifted in the vertical area between the floor and the sweep. Because of the permafrost and the thickness of the slab, the engineers and the contractor were looking for a non-invasive way to solve the problem and prevent it from getting worse. Salluit is only accessible by air at that time of year. The team had to travel light to get everything on the Pilatus PC-12 and because pretty much every village in northern Quebec is isolated, yet the crew needed to bring as much extra material as possible in case anything went wrong. With the windchill, Salluit can be as cold as -60 degrees F in March and the community sits on permafrost. An active curing method was essential.

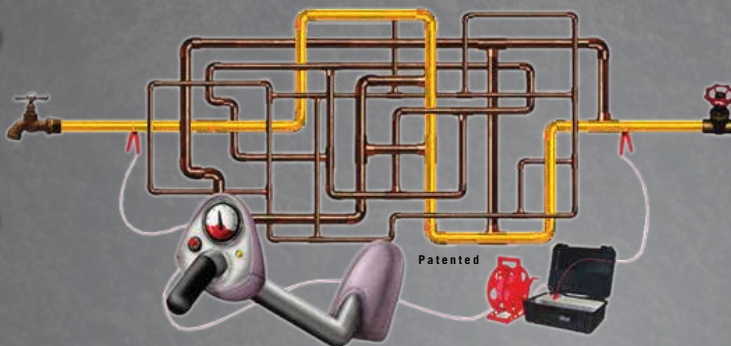
**Solution:** **FORMADRAIN** was mandated. Experts had only three days to perform the job. Some of the equipment was on board with the crew at takeoff. That cargo had to switch planes without warning when the first attempt at landing was aborted due to high winds. Fortunately, the crew finally made it after 11 hours of traveling.

**Result:** A total of nine liners were successfully installed in 2 1/2 days. 888-337-6764; [www.formadrain.com](http://www.formadrain.com)

Continued ▶

# Pulsar 2000 Line Tracer

- ✓ Locate Lines
- ✓ Locate Water Leaks
- ✓ Training Video



The **Pulsar 2000** line tracer is designed primarily to locate metallic pipes. The Pulsar 2000 is a directional line tracer. Connect the Pulsar's powerful and unique transmitter to your target pipe and locate only that pipe. Locating can be accomplished under floors, in walls and in ceilings. The Pulsar 2000 does not require grounding.

**Leak detection personnel...** The Pulsar 2000 is a must have locator. Now you can quickly identify the pipe location, thereby reducing the search area of the leak.

**100% satisfaction guarantee...** We are so sure that you will see the time saving benefit of the Pulsar 2000, we will let you return it for a full refund

if you are not satisfied. If you want to learn more about the Pulsar 2000 and our leak locating equipment, please call **214-388-8838** or e-mail [jsmll@aol.com](mailto:jsmll@aol.com) for a free demonstration video or CD and references of satisfied customers.

We have been using the **Pulsar 2000** along with the XL2 fluid detector and Geophones since January 1989 in our leak locating business. Our leak locates are **accurate 95% of the time**, but I can honestly say, the line we trace is always there. Our equipment is user-friendly and requires very little training, as you will see on the video. Purchase the **Pulsar 2000** line tracer, XL2 fluid detector and Geophones, and start locating leaks immediately.

*It's a jumble out there.*

**www.Pulsar2000.com**  
DISTRIBUTORS WANTED



## BATTERY MINI CLEANER + MINI SMART SWEEPER



**DEDICATED MOTOR  
FOR MOST POWERFUL  
RESULTS!**



**THANKS  
FOR  
VISITING US**

**TRAINING COURSES  
AVAILABLE AT  
THE PICOTE USA  
TRAINING CENTER**

**CLEAN & DESCALE 1 1/4 - 3" PIPES:**

- Tuberculation
- Roots
- Calcite
- Mineral & Uranic Scale



**SCAN ME**

708 267 6366 | [sales@picotesolutions.com](mailto:sales@picotesolutions.com)

[WWW.PICOTEGROUP.COM/RESELLERS](http://WWW.PICOTEGROUP.COM/RESELLERS)

## Pipe hanger with locking system prevents pipe movement failure



**Problem:** A Chicago resident had an underground pipe failure with the downspout and waste pipe connecting to the sewer. The pipe had moved and collapsed, causing flooding at the resident's property and into the adjoining neighbor's property. The failure occurred because the original pipe had not been properly secured when initially installed. The old pipe was simply placed on the soil without any support to prevent movement overtime.

**Solution:** At Water Plumbing Co. dug a trench and removed the old broken pipe. A new 4-inch PVC pipe was installed and secured using the **PL-1111-V40 Large Pipe Hanger with Locking System** from **HAP System**. The plumber drilled holes and set anchors with 3/8-inch threaded rod to the concrete wall. The hanger was bolted to the threaded rods making a solid connection with the wall. The new PVC pipe was snapped into place and securely held using the V40's Lockable Rod Assembly for added security and load capacity.

**Result:** HAP System pipe hangers provided AT Water Plumbing the perfect solution to hold and protect the customer's pipes and prevent future plumbing problems. HAP Hangers save plumbing companies time and money with their one simple system. Made from powder-coated steel for durability, they can be used in indoor/outdoor applications and are compatible with any pipe materials. 847-787-7777; [www.hapsystem.com](http://www.hapsystem.com)

## Pipe puller used to replace galvanized water services



**Problem:** Spiniello Cos. was awarded a project by Trenton Water to remove a large number of old galvanized services in Trenton, New Jersey. All pipes removed were 3/4- or 1-inch galvanized steel and they were replaced with 3/4- or 1-inch copper. The typical lengths of the services were between 15 and 30 feet only between the main and curb stop. Driveways, soil and substrate varied from moist to dry, hard and compacted clay at depths of 4 to 6 feet.

**Solution:** Over ten services were replaced during the two-day training on site and large excavations were avoided and surface damage was kept to a minimum with holes averaging 3 by 4 feet at main and 3 by 2 feet at the curb stop. The road remained closed due to the heavy machinery deployed and the fact that few crews worked simultaneously on various services at any given time. Using the **Kobus Pipe Puller**, over 10 services were replaced. This innovation consisted of the extraction of one service but towed two services simultaneously, halving the amount of time from what is a quick method already. Since there is no mandate to remove old pipes from the ground by Trenton Water, this seemed a good way forward to increase productivity.

**Result:** Over the training period, they experienced no setbacks, cable failure nor Pipe Puller issues. No strikes with neighboring utilities were recorded either. Spiniello has been continuing the pipe pulling since training was completed to good results, and productivity is already on the up to ensure timely completion of the targets set by Trenton Water. 269-216-3916; [www.kobus-inc.com](http://www.kobus-inc.com)




## Flexible gas piping used under parking garage



**Problem:** The Vine is a 283-unit luxury apartment project community that was built in Howard County, Maryland. By incorporating a five-level parking structure into the building design, all 504 resident parking spaces can be accommodated in a structure that consumes 80% less impervious land area, which offers a huge benefit environmentally to the project and overall community. The location of the meter room made it necessary to run under the slab of the parking garage.

**Solution:** Omegaflex TracPipe PS-II Underground CSST was chosen because it could be ordered in 1,200-foot reels, eliminating waste and the need for couplings. Seventy-two of the long runs were installed in only four days, which was significantly faster than if rigid pipe had been chosen for the job. The aboveground portion of the Vine job entailed over 90,000 feet of CounterStrike CSST using 3/4- and 1/2-inch pipe.

**Result:** Omegaflex's ability to deliver 3,500-foot 1/2-inch reels as well as 2,000-foot 3/4-inch reels once again prevented huge amounts of waste as well as the need for couplings. The contractor estimated one week to tie all the meters into the pipe versus three to four weeks if he used black iron pipe. 800-671-8622; [www.omegaflex.com](http://www.omegaflex.com) 



# WORKING WELL UNDER PRESSURE

## Pressure Washers & Drain Jetting Equipment

**NEW**



**RCJ4008H**

- 8 gpm @ 4000 psi
- 800 cc EFI
- Honda Engine
- 200' x 3/8" Jet Hose on Manual Reel

**Call for Quote**

**NEW**



**LJ4008H**

- 8 gpm @ 4000 psi
- 800 cc EFI
- Honda Engine
- 200' x 3/8" Jet Hose on Manual Reel

**Call for Quote**  
(NARROW DESIGN)

**NEW**



**4008H POWER UNIT**

- 8 gpm @ 4000 psi
- 800 cc EFI
- Honda Engine
- 400' x 3/8" Jet Hose on DC Powered Reel

**Just Add A Tank! Call for Quote**

**3012H POWER UNIT**

- 12 gpm @ 3000 psi
- 800 cc EFI
- Honda Engine
- 400' x 1/2" Jet Hose on DC Powered Reel

**Call for Quote**

**3012H COMPACT SKID**

- 12 gpm @ 3000 psi
- 800 cc EFI
- Honda Engine
- 400' x 1/2" Jet Hose on DC Powered Reel

**Call for Quote**  
(100 GALLON TANK)

**4008H COMPACT SKID**

- 8 gpm @ 4000 psi
- 800 cc EFI
- Honda Engine
- 400' x 3/8" Jet Hose on DC Powered Reel

**Call for Quote**  
(100 GALLON TANK)



**VM4008H**

- 8 gpm @ 4000 psi
- 690 cc
- Honda Engine
- 50' x 3/8" Washdown Hose on DC Reel

**Call for Quote**



**STB3012H**

- 12 gpm @ 3000 psi
- 800 cc EFI
- Honda Engine
- 400' x 1/2" Jet Hose on DC Reel

**Call for Quote**



**TT4 SERIES**

- 18 gpm @ 4000 psi
- 74 HP Turbo Intercooled HATZ Engine
- 500' x 1/2" Jet Hose/ Hydraulic Reel

**Call for Quote**

All Jets Shown Come with Pulse Valve, 2 Jet Nozzles, Tool Box, Gloves, Safety Glasses, Tip Cleaner, Tiger Tail, Wash Down Trigger Gun with Nozzles.

**Building Drain and Sewer Equipment since 1981.**

We Build Electric, Gas and Diesel powered models up to 4000 psi, flows up to 40 gallons per minute. Don't see exactly what you want... We will custom build exactly what you want!

800-648-5011 | [www.camspray.com](http://www.camspray.com) | [sales@camspray.com](mailto:sales@camspray.com)

## General Pipe Cleaners names Grieb assistant national sales manager

General Pipe Cleaners, a division of General Wire Spring, has named Angela Grieb assistant national sales manager. During her 17 years with General, she expanded and diversified her position as executive sales coordinator by updating and modernizing company administrative practices, maintaining key customer contacts and participating in sales and marketing efforts. A graduate of Clarion University of Pennsylvania, Grieb previously served in production, shipping, sales and marketing positions with two other manufacturers.

"We wanted the person who would be the absolute best choice for the job, and Angela checked all the boxes," Dave Dunbar, national sales manager, says in a release. "She knows the product, she knows the industry, she knows the sales reps, and she knows how to get things done at General."




technical information on lateral and mainline test and seal packer operation and maintenance, mixing and optimizing AV-100 acrylamide grout performance, review and demonstration of new NASSCO/ICGA grout specifications, live infiltration and grout sealing demos, and new grout testing and monitoring information and methods. To register, go to [www.conta.cc/3w6mR2n](http://www.conta.cc/3w6mR2n).

## PPI announces updates to its design calculator

The Plastics Pipe Institute has announced a major update to its Building & Construction Division's Plastic Pipe Design Calculator, a free software tool for the design of plastic pressure pipe and tubing systems using CPVC, HDPE, PEX, PE-RT, PP-R and PP-RCT. The calculator is intended to be used for applications such as plumbing, water service, fire protection, hydronic piping (liquids), radiant heating and cooling, snow and ice melting, geothermal ground loops, district heating, chilled water and turf conditioning. The latest updates in Version 3.0 of the calculator include the addition of more than 50 new pipe sizes, methanol as a fluid choice for geothermal designs, sodium chloride and calcium chloride brine solutions.

## Mark Ingrao represents PHCC at executive director input meeting

Federated Insurance welcomed 14 executive directors of the nation's contractor industry associations to an input meeting on Nov. 14 and 15. Chief Executive Officer Mark Ingrao represented the Plumbing-Heating-Cooling Contractors-National Association at this event and shared his thoughts on the current challenges and opportunities for PHCC members. Six PHCC chapter executives also participated, providing input from their geographic areas: Jeff Beiriger, PHCC of Wisconsin; Brenda Dant, PHCC of Indiana; Joyce Frank, PHCC of Ohio; Mike McGraw, PHCC of Pennsylvania; Gina Scumaci, PHCC of Connecticut; and Tracy Threlfall, PHCC of California. Other construction trade associations also were represented. 



▲ Erica Amévo



▲ Matt Bahr

## Uponor announces two new vice presidents

Uponor North America has named Erica Amévo as vice president of human resources and Matt Bahr as vice president of sales. Amévo will be based in Minneapolis, and Matt will be based in Washington, D.C. Both positions will report to Andres Caballero, president, Uponor North America, and will also be members of the company's Senior Management Committee.

## 2023 grout school dates announced

Avanti Grout, CUES and Logiball are partnering for their annual two-day Municipal Sewer Grout School in Tavares, Florida. An emphasis will be placed on grouting, grouting safety, operating the equipment, testing and troubleshooting equipment, making sure the chemical grout mix has the right mixture and determining how much grout is used per joint or lateral. The classes are suitable for all experience levels. The school will present

*Send us your plumbing industry news: Email personnel, business acquisitions and related plumbing news, photos and videos to [editor@plumbermag.com](mailto:editor@plumbermag.com).*



# vCam Inspection Cameras, the clear choice for video inspection.



**VIVAX  
METROTECH**



## vCam-6 HD Inspection System

- 9.7" HD Display
- 1TB Hard-drive
- 1080p HD Cameras
- 512Hz Sonde
- Locatable Pushrod
- MP4 Recording format
- Works with the Free VMC App
- 3 to 10-inch lines



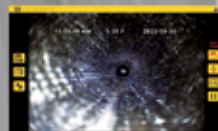
## vCamMX-2 Mini Inspection System

- 512Hz Sonde
- Locatable Pushrod
- High Resolution Cameras
- Direct USB Recording
- MP4 Recording format
- Works with the Free VMC App
- 2 to 4-inch lines



## vCamDrain

- 512Hz Sonde
- 1080p HD 18mm Camera
- Direct Recording to App or USB
- MP4 Recording Format
- Control the Reel via the VMC App
- 1.5 to 3-inch lines



**Vivax-Metrotech Corporation** Call us for a no-obligation on-site demonstration! **1-800-446-3392**

3251 Olcott Street  
Santa Clara, CA 95054, USA

Tel: +1-408-734-1400  
Instagram: vivax\_metrotech

Email: SalesUSA@vxmt.com  
www.vivax-metrotech.com

Visit our YouTube  
channel to see actual videos.

## MARKETPLACE



51T Trailer Jetter Hot or Cold  
20 GPM @ 4000 PSI  
76 HP Kohler EFI\*



58 Trailer Jetter Hot or Cold  
10 GPM @ 4000 PSI  
38 HP Kohler EFI\*

\*FREE Shipping/Delivery

**866-944-3569**

OUR BEST SELLING DRAIN LINE JETTER:

## HOTJET II

10GPM @ 4000 PSI • 35HP VANGUARD  
Cleans 4" to 24" drain lines with 100' of water

TECHNICAL SUPPORT  
**FREE**  
ONLINE & IN-STORE

OVER 30 YEARS  
OF QUALITY EQUIPMENT

## HotJetusa

**1-800-624-8186**  
**WWW.HOTJETUSA.COM**

PRICES SUBJECT TO CHANGE - CALL FOR CURRENT PRICING

## LOCK YOUR VAN LIKE A VAULT!

- Tamperproof
- Fits Any Van
- Fits Box Trucks
- Lifetime Warranty
- Controlled by Your Key Fob or Ours

**THUNDERBOLT**  
COMMERCIAL LOCKS

Protect your tools, cargo, and livelihood.

Watch the video at:  
**www.ThunderboltLocks.com**

**OceanQuip-Connectors**  
ONCE YOUR CABLES



Your #1 Source of Aftermarket  
Video Inspection Cables,  
Connectors, and Pigtails

504.738.7833  
info@oceanquipconnectors.com  
www.oceanquipconnectors.com



## CALENDAR

**March 17**

**Illinois PHCC Expo North**, Drury Lane Conference Center, Oakbrook Terrace, Illinois. Visit [www.ilphcc.com](http://www.ilphcc.com)

**March 26-30**

**Mechanical Contractors Association of America Annual Convention**, JW Marriott Phoenix Desert Ridge, Phoenix. Visit [www.mcaa.org/events/calendar/mcaa-2023-annual-convention/](http://www.mcaa.org/events/calendar/mcaa-2023-annual-convention/)

**April 2-5**

**Air Conditioning Contractors of America 2023 Conference & Expo**, New Orleans Marriott, New Orleans. Visit [www.accaconference.com](http://www.accaconference.com)

**April 12-13**

**Dallas Build Expo**, Dallas Market Hall, Dallas. Visit [www.buildexpousa.com](http://www.buildexpousa.com)

**May 17-18**

**Tampa Build Expo**, Tampa Convention Center - East Hall, Tampa, Florida. Visit [www.buildexpousa.com](http://www.buildexpousa.com)

**June 5-7**

**Safety 2023 Professional Development Conference & Exposition**, Henry B. Gonzalez Convention Center, San Antonio. Visit [www.safety.assp.org](http://www.safety.assp.org)

**June 11-14**

**AWWA Annual Conference & Exposition (ACE)**, Sheraton Centre Toronto, Toronto, Ontario. Visit [www.events.awwa.org](http://www.events.awwa.org)

**June 12-14**

**Women in the Mechanical Industry (WiMI) 2023 Conference**, Renaissance Cleveland Hotel, Cleveland. Visit [www.mcaa.org/events/](http://www.mcaa.org/events/)

**June 18-20**

**Canadian Institute of Plumbing & Heating (CIPH) Annual Business Conference**, Delta St. John's Hotel and Conference Center, St. John's, Newfoundland. Visit [www.ciph.com](http://www.ciph.com)

**June 28-29**

**Houston Build Expo**, NRG Park Center - Hall E1/E3, Houston. Visit [www.buildexpousa.com](http://www.buildexpousa.com)

**August 30-31**

**Atlanta Build Expo**, Cobb Galleria Centre - Halls C & D, Atlanta. Visit [www.buildexpousa.com](http://www.buildexpousa.com)

*Plumber invites organizations and associations to submit details about upcoming industry trade shows and conferences for our calendar of events. [editor@plumbermag.com](mailto:editor@plumbermag.com).*

**Tell your story.**  
It's your magazine.

Plumber welcomes news about your plumbing operation. Send your ideas to [editor@plumbermag.com](mailto:editor@plumbermag.com) or call 800/257-7222.



**FastPIPE**  
ESTIMATING SOFTWARE  
mechanical · plumbing · industrial pipe

**FastEST, Inc.**  
1.800.828.7108 | [www.Fastest-inc.com/plumber](http://www.Fastest-inc.com/plumber)



## CLASSIFIEDS

### BUSINESS OPPORTUNITIES

[www.RooterMan.com](http://www.RooterMan.com). Franchises available with low flat fee. New concept. Visit web site or call 1-800-700-8062. (LBM)

### SERVICE & REPAIRS

PIPE INSPECTION - CAMERA WHEELS WORN OUT? I can re-grit them for you. Call Jerry 714-697-8697 or visit [www.cuaclaws.com](http://www.cuaclaws.com). (LBM)

# ALLAN J. COLEMAN

## SINCE 1905

5725 N. Ravenswood Ave. • Chicago, IL 60660  
6003S 40th St., Ste. #5 • Phoenix, AZ 85042

info@allanjcoleman.com • www.allanjcoleman.com

**Call us today!**  
**Chicago 773-728-2400**  
**Phoenix 602-638-0600**

### OLDEST NAME IN THE BUSINESS — Over 115 YEARS OLD

#### RP 241 Press Tool



- Multiple Size & System - RIDGID has the only compact press tool that can go up to 1 1/4" on copper & stainless steel; up to 1 1/2" on PEX tubing; and up to 3/4" iron pipe
- Bluetooth Connectivity - Connect to your tool through your phone and manage important information like cycle count and battery life
- New 12V Lithium-Ion Battery - Over 140 crimps per charge
- Jaw Capacities - copper and stainless steel capacity: 1/2" - 1 1/4", PEX Capacity: 1/2" - 1 1/2", steel capacity: 1/2" - 3/4"

#### RP 351 Press Tool



- Brushless motor capable of over 100,000 press cycles
- Endless 360° head swivel for reaching tight spaces
- Bluetooth connectivity and advanced upgraded color-coded light indicators for easy operation
- Robust LED lighting for low-light applications
- Capacity - 1/2" to 4" for copper, carbon\* and stainless steel, 1/2" to 2" for PEX

\*Press Booster is needed for carbon steel

#### Authorized PROGRESS Service Center

TURN AROUND TIME ON MOST TOOLS  
SERVICED IS 48 HOURS OR LESS!

#### MegaPress® Jaws And Rings



- Press connections can be made on a "wet" system
- Flameless system eliminates the need for hot work permits
- Join 1/2" to 2" commercially available black iron pipe schedules 5 through 40

#### Pipe Patch Kits



Pipe Patch Kits enable quick and efficient trenchless point repairs with all required consumables and components packaged together for one-time use. Patch Kits make inventory management easier on your business while ensuring you have all components needed when showing up to a job. Fiberglass patch meets ASTM F1216 requirements and cured patches have a life expectancy of up to 50 years under normal conditions. RIDGID Pipe Patch Kits are designed for 2", 3", 3-4", and 4-6" Packers and at lengths for 32", 3', and 6' repairs.

**RIDGID**

**Now With 2 LOCATIONS  
To Better Serve You**



**Buy Online at  
AllanJColeman.com**

**If you buy the best,  
you are only sorry once!**

**We Have  
RIDGID Parts!**





**CUT THE  
CORD AND  
KEEP ON  
WORKING**

## Gen-Eye X-POD Plus®



**NEW Gen-Pack™**  
Battery Adapter.  
(Battery not included)

Now you can inspect drain lines far from a power source. The Gen-Pack battery adapter allows up to 12 hours of remote operation with limited access to power. The Gen-Pack is also sold separately.

But wait, there's more. You can now record onto a flash drive *or* send the recording to your customers with the built-in Wi-Fi transmitter. Also, you can track just how far the camera has traveled down the line with the on-screen distance counter.

For more information, visit [www.drainbrain.com/XPodPlus](http://www.drainbrain.com/XPodPlus), or call the Drain Brains® at 800-245-6200

**Visit us at Flow Expo Booth #145**